

Academic Support Services Executive Summary



ANNUAL REPORT OF PROGRAM DATA **2021**



UNIVERSITY of HAWAII®
MAUI
COMMUNITY COLLEGE

1. Academic Support Services - Executive Summary

Academic Support at Maui College includes the Library, the Learning Center (Tutoring and Testing), and IT department. These units provide various services that support student success and retention, including technology support, study spaces, virtual desktops, zoom places, equipment loans, tutoring, testing, faculty support, and much more.

During the 2020-2021 year, the academic support units focused on building online capacity, rebalancing staffing, streamlining services, and carrying out health and safety protocols for in-person learning.

The Library

The Library provides services related to library collections, assisting students in their coursework, 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 provides services related to testing and tutoring. Testing services include placement, distance learning, and certification. Tutoring services include peer-to-peer course tutoring, writing assistance, study skills training, and Early Alert through STAR Campaigns.

IT

IT is a service-oriented department that supports the 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 Hana and Lahaina, and on Moloka‘i and Lāna‘i.

Academic Support Services Collaboration

The three units met regularly during the 2020-2021 year to discuss and evolve shared projects, streamline services and resources, rebalance staffing, and set priorities for co-locating services in 2021-2022 to foster more student and faculty engagement. Highlights from this year include the following.

Library

- Expanded the Hawaii Collection electronic books and streaming films.
- Implemented a shared librarian *instructional session evaluation form* to capture consistent student feedback
- Digitized special collections and archives

2021 Maui Community College ARPD
Academic Support – Executive Summary

- Flexed services and hours to accommodate the research season for English, WI, and content courses that need reference services.
- Answered 1,689 reference questions, a 20% increase from the year before.
- Recorded 475 reference chats, a 40% increase from the year before.
- Programmed and promoted a new online appointment booking system and integrated into STAR Balance.
- 309 students completed the *How to Spot Fake News and Debunk Conspiracy Theories* module part of the Information Literacy Modules.
- 292 students completed the *Introduction to Academic Research* module part of the Information Literacy Modules.
- 423 students engaged in the *Virtual Library Scavenger Hunt* module part of the Information Literacy Modules.
- A total of 906 equipment items were circulated including hotspots, laptops, tablets, webcams, microphones and laptop cooling stations. This is 35% increase from the previous semester

Testing

- Partnered with program coordinators from Automotive, ELWD, EMT, Nursing to be an approved test site for their respective programs and industries.
- Became an approved testing site for the Department of Public Safety and Maui Fire Department.
- There was a 2.5% increase in certification exams from the previous year; although testing overall decreased.
- 1,428 students completed EdReady for placement into math and English courses.
- 16% or 228 EdReady users worked on their learning path and placed higher

Tutoring

- Increased online tutoring capabilities through training, equipment, and spaces.
- Provided ongoing training to tutors on *managing online tutoring sessions*.
- 16% decrease in TLC tutoring hours, but a significant increase in the # of hours tutors spent tutoring online from the previous year.
- Designed and launched the Online Drop off Essay Review Service accessible through STAR Balance.
- Student assistants developed pandemic study strategy videos and print learning guides.
- Student assistants led projects like the TEAS Subject Test Workshops.
- 305 students completed the Start Smart College Success modules as part of their first-year courses.
- 108 attendees participated in online synchronous study skill workshops during the year.
- 74.1% instructor reply rate for Early Alert through STAR Campaigns.

Shared Services and Events

- Consolidated the laptop rental program under the Library.
- Supported the New Student Orientation via zoom for fall 2020 and spring 2021.
- Provided students with free printing, computer stations with VDI, student meeting places, and study spaces with reliable wifi.
- Created wifi hotspot maps so students could access wifi hotspots in outside areas on campus.
- Created zoom rooms and stations for students to connect to synchronous online courses especially when they have a mix of online and in-person scheduled back to back.
- Launched the Kokua student portal as an online information access point for academic support services.
- Offered 2 *Knockout Your Final Paper* Events – a collaboration with English faculty, librarians, writing and technology tutors.
- Integrated academic services into STAR Balance so students could make appointments more seamlessly.

Next Steps for Academic Support

Staffing

- Transition library civil service position to an APT.
- Hire approved library APT position and 2 vacant librarian positions
- Request an additional APT position to assist with peer tutors and mentors and events
- Request additional funds for student assistants

Services and Space

- Co-locate library, tutoring, and testing services and staff in the library
- Rethink library spaces to accommodate services
- Create one student assistant training program for the tutors and mentors working in the library.
- Cross train student assistants so they can assist students with printing, scanning, podcasting, 3D printing, renting books and equipment, tutoring, and proctoring.