

**UNIVERSITY OF HAWAII MAUI COLLEGE
THE LEARNING CENTER
ANNUAL PROGRAM REVIEW 2010 – 2011**

INTRODUCTION

A. *Mission and Vision of the College:*

University of Hawaii Maui College (UH Maui College) is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating environments. The College mission, goals, and actions will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

B. *Mission and Vision of The Learning Center:*

The Learning Center at UH Maui College provides students at all levels with academic support services to help them become successful, independent learners and reach their educational goals. To attain our mission, tutorial assistance; one-on-one, group, and online writing assistance; study skills instruction; testing services; computer laboratories; e-mail and Internet access; and computer-assisted instructional programs are provided to our diverse student population.

We envision a one-stop facility where students will receive cutting edge, high quality support services in a student-centered environment, helping students gain the skills needed to meet the rigors of their educational program and to embrace the challenges of an ever-changing world.

The Learning Center contributes to the mission and vision of Maui Community College by providing high quality academic support services in a stimulating environment for our diverse student population.

C. Goals of The Learning Center:

- ❖ To help students enhance their skills in reading, writing, math, and study skills
- ❖ To provide tutorial services in content area courses
- ❖ To help students become independent learners
- ❖ To provide students with computer equipment and software needed to complete their coursework and broaden their learning experience
- ❖ To assist students with basic computer skills
- ❖ To provide placement, make-up, and distance learning testing services as well as community proctoring services
- ❖ To support faculty in meeting student learning outcomes
- ❖ To provide a user-friendly study environment conducive to learning and thinking
- ❖ To anticipate the academic support needs of our students
- ❖ To encourage professional development

TLC Services:

The Learning Center's services can be divided into five areas: tutorial support, study skills presentations, computer services, testing services, and distance learning services. According to sign-in data, 2,931 students utilized The Learning Center services from fall 2010 through summer 2011.

Over the years many students have requested that The Learning Center open on Sundays, especially since today's students are "juggling" increased work schedules, diverse class schedules, and family commitments. According to TLC evaluations, Sunday would be an ideal day for students to utilize computers, meet with tutors, finish homework and projects, and work in study groups. For this reason, TLC has continued to open on Sundays, giving students the opportunity to complete their coursework, remain in college, and attain their educational goals.

1. Tutorial Support:

Reading, writing, math, and study skills

- professional staff and peer tutors
- one-on-one or small group
- individualized program to work on specific skills: assess students' skills, create program of study, monitor progress, post test
- Content area tutoring upon staff availability
- Hawaiian, Japanese, and Spanish languages
- Proofreading assistance
 - *peer tutors and professional staff
 - *one-on-one 25-minute appointments
 - *brainstorming session
 - *suggestions for improvement (thesis statement, support, organization, transitions, grammar and mechanics, etc.)
 - *grammar tidbits and reference materials
 - *extended tutoring time for special needs students

Peer tutors are trained every two weeks to help them improve their academic skills and to keep them abreast of tutoring strategies and techniques. The following are topics covered in tutor and student assistant training sessions over the past year:

Active Listening	Self Evaluations
Building Teamwork	Sexual Harassment
Computer Troubleshooting	Special Needs Computer/Skill Building Programs
Cultural Sensitivity	Thesis/Topic Sentences
Customer Service	Time Management
Dealing with the Difficult Student	Tips for Establishing a Positive Tutorial Relationship
Developing a Positive Work Attitude	Tutor Pre-semester Training
English Instructors Roundtable	Tutor Training Evaluations
Grammar Review	Tutoring On the Online Writing Lab
How to Write a Summary	

Plagiarism and Citations	Tutoring Resources and Equipment
Prioritizing Tasks/Effective Use of Time	Tutoring Strategies
Proofreading Guidelines	Work Ethics
Questioning Techniques	Work Styles
Research Papers and Documenting Sources	Working with ESL Students
	Working with Special Needs Students

In addition, RDP funding has been obtained to provide supplemental classroom and TLC tutorial and study skills services to developmental math and English curriculum. These services will be implemented beginning in the fall 2011 term.

2. Study Skills Presentations and TLC Orientations

- ❖ Study skills presentations in classrooms and for special programs
- ❖ TLC orientations in classrooms and in TLC (services, facility tour)

Over the past year, UH Maui College faculty and staff requested 21 study skills presentations for automotive, culinary arts, dental assisting, dental hygiene, human services, Ku'ina, nursing, science, and Kamehameha Schools Maui campus students. In addition, 31 study skills workshops were held in The Learning Center during the academic year, some of which were video streamed and placed on TLC's website for easy student access.

Study Skills Workshops

- Eliminating Bad Reading Habits
- How to Navigate Laulima
- How to Read a Textbook
- How to Study
- Library and Information Strategies
- Listening and Note Taking
- Motivation
- Procrastination
- Preparing for the COMPASS Test
- Research Strategies for the Online World
- Resume Writing
- Successful Reading Strategies
- Taking an Essay Exam
- Taking Classroom Notes
- Test Anxiety
- Test Taking Skills
- The Research Paper
- Time Management
- Writing a Scholarship Essay

Furthermore, to provide students and instructors with information about TLC services, during the past year professional staff members have conducted 60 learning center orientations and tours for classes across the campus.

3. Computer Labs: 40 computers

- ❖ Assistance from student assistants and professional staff
- ❖ Word processing, e-mail, Internet searches, Laulima, MyUH Portal, online registration
- ❖ CAI programs (*PLATO, SkillsBank, Word Attack, Spell It, Ultimate Speed Reader, etc.*)
- ❖ Scanner, CD burner, zip drive
- ❖ Special needs computer w/printer and scanner
 - *Jaws (reads text on screen)
 - *Zoomtext (enlarges text)
 - *Kurzweil 3000 (reads text from scanner)
 - *Dragon Naturally Speaking (types from oral speech)
 - *Inspiration (organizes text)

During the first three weeks of each semester, students require additional assistance with basic computer skills (word processing, e-mail, Internet searches) and accessing Laulima and MyUH Portal. For this reason, during this time TLC professional staff and peer tutors are available in both computer rooms to guide students through the sometimes arduous and frustrating process of learning how to manipulate a computer and utilize the required software to complete their coursework. For computer-based developmental studies in reading comprehension, writing, grammar and mechanics, vocabulary building, spelling, and basic and intermediate mathematics, software programs such as *PLATO, SkillsBank4, Word Attack, Ultimate Speed Reader, and Spell It* continue to be highly utilized in TLC. Additionally, with a wireless access point installed, staff members have observed an increased usage of laptops in TLC.

4. Testing Services:

- ❖ COMPASS placement testing
 - *walk-in
 - *ability to benefit
 - *high school group testing
 - *COMPASS study guide and text resources
- ❖ English permission test
- ❖ UH Maui College tests/make-up exams
- ❖ Community proctoring services
- ❖ ACT Certified Testing Center

This past year, just over 2,600 COMPASS subtests were administered in each of the three areas—reading, writing, and math. Depending on the time of the semester, three to eight TLC computers are reserved for walk-in testing. UHCC system applicants can take the COMPASS tests whenever TLC is open, as long as a testing computer is available. In addition, TLC staff set up eight UH Maui College applicants to take COMPASS Internet in states across the nation.

July 2010 – June 2011

MATH	Percentage	Total
Math 18	29%	775
Math 50	27%	707
Math 82	30%	806
Math 100, 111, or 115	3%	79
Math 103	1%	34
Math 107	3%	73
Math 135	3%	74
Math 140 or 203	1%	14
Math 205	3%	81
		2643

READING	Percentage	Total
English 15	13%	329
English 21	36%	940
English 102	51%	1346
		2615

WRITING	Percentage	Total
English 15	18%	479
English 19	13%	343
English 22	27%	732
English 100	42%	1108
		2662

COMPASS Internet was first launched in spring 2007. As TLC staff utilized COMPASS Internet and learned to troubleshoot problems encountered, the next step was to install COMPASS Internet in Maui County high schools and in UH Maui College Education Centers. Beginning in fall 2007, TLC staff members traveled to various sites to install COMPASS and train proctors. Presently, the following “remote sites” have COMPASS Internet:

Baldwin High School	Hana Education Center
King Kekaulike High School	Lahaina Education Center
Lahainaluna High School	Lanai Education Center
Lanai High School	Molokai Education Center
Maui High School	Molokai High School
Kihei Charter School	St. Anthony High School

When a high school remote site is ready to test, TLC staff is contacted and the test site is “activated.” Once testing is completed, the high school test site is “deactivated,” ensuring test security. Education center remote sites remain activated since testing occurs on a continuous basis.

A change in the systemwide COMPASS retest policy became effective on July 15, 2010 via a memorandum sent from Peter Quigley, Associate Vice President for Community Colleges Academic Affairs to MRC Greenwood, University of Hawaii President:

As a result of the continuing system-wide review and study of COMPASS cut-off scores and procedures, the UHCC Placement Advisory Working Group recommended...that the mandatory sixty day wait period be rescinded so as to not cause any undue delay in student progress through their course of studies. The proposed policy change will include that students/prospective students may request to retest with a proctoring fee of \$25.

During the past year, the following COMPASS retest data was collected:

UH Maui College COMPASS Retest Information July 2010 to September 2011

Total fees deposited from COMPASS retesting = \$9,140

Total number of retest session = 372

Total number of unduplicated students who retested = 303

Retake Results:

Reading

Number of test sessions = 162

Percentage who improved placement = 35% (56)

Percentage who kept the same placement = 59% (96)

Percentage who placed at a lower level = 6% (10)

Writing

Number of test sessions = 205

Percentage who improved placement = 53% (108)

Percentage who kept the same placement = 35% (73)

Percentage who placed at a lower level = 12% (24)

Math

Number of test sessions = 210

Percentage who improved placement = 32% (66)

Percentage who kept the same placement = 65% (137)

Percentage who placed at a lower level = 3% (7)

The Learning Center also administers "challenge tests" for the UH Maui College English Department. Challenge tests are for UH Maui College students who would like to have their COMPASS writing placement level reevaluated. During the past year, TLC staff members administered 175 challenge tests.

UH Maui College exams are proctored in The Learning Center for two reasons: the instructor is not available to administer the exam or students have missed an in-class exam and are given permission by their instructors to take the exam in The Learning Center. In the last academic year, TLC administered 1,422 UHMC exams.

The Learning Center works closely with Lisa Deneen, Disabilities Coordinator, to provide testing accommodations to students with disabilities. Services include reading tests aloud to students, extended testing time, and providing a quiet, distraction reduced testing environment. In the past year, 128 appointments were scheduled in TLC's quiet testing room.

Another testing service is community proctoring for students who are enrolled at other universities and colleges and need to take their exams at a college testing facility. A system-wide proctoring fee of \$25 per hour is charged. During the 2010-11 academic year, TLC staff administered 148 tests to community members. Furthermore, The Learning Center is now an ACT Certified Testing Center, servicing community members who require certification for specific vocations.

TESTS ADMINISTERED 2010-11

	Fall 2010	Spring 2011	Summer 2011	Total
UH Maui College	639	683	100	1,422
Community Proctoring	41	67	40	148

5. Distance Learning Services:

- ❖ On-line Writing Lab (OWL) <http://maui.hawaii.edu/tlc>
*papers may be submitted anytime, and a response will be posted within 24 hours, except when submitted on Saturday evening
- ❖ SMARTHINKING: www.smarthinking.com
- ❖ Distance learning testing

TLC's Online Writing Lab is a service for UH Maui College and UH Center students. A total of 205 papers were submitted online during the past year. Individual feedback indicates that students appreciate tutor suggestions and value the convenience of the service.

UH Maui College began using SMARTHINKING, an online tutoring service, during the 2008-09 academic year in conjunction with The Learning Center's face-to-face tutorial program and Online Writing Lab. SMARTHINKING provides academic assistance in writing, reading, statistics, mathematics, accounting, economics, computers and technology, introductory finance, general chemistry,

organic chemistry, physics, biology, introduction to human anatomy and physiology, and Spanish.

In academic year 2011, The Learning Center administered 1,773 distance learning exams.

Distance Learning Tests

Community College	Fall 2010	Spring 2011	Summer 2011
Hawaii CC	2	1	0
Honolulu CC	65	58	10
Kapiolani CC	148	273	59
Kauai CC	1	0	0
Leeward CC	14	8	12
UH Maui College	586	397	69
UH HILO	6	5	6
UH Manoa	18	1	0
UHWO	6	5	2
Windward	18	12	1
Total	864	760	149

ACADEMIC SUPPORT SYSTEMWIDE MEASURES

Tutoring Services System Program Review

2011 Annual Report of Academic Support Services Program Data			
	Quantitative Measure 2008-2009	Quantitative Measure 2009-2010	Quantitative Measure 2010-2011
Tutoring Data (Overall Health)			
Tutoring Demand (Health)			
Number of students tutored per student FTE	45%	41%	42%
Number of students who placed in Dev/Ed through COMPASS per student FTE	156%	100%	93%
Tutoring Efficiency (Health)			
Tutor contact hours per tutor paid hours	87%	89%	93%
Student contact hours per tutor paid hours	1.21%	1.43%	1.64%
Number of sessions per tutor paid hours	86%	89%	1.01%
Tutoring Budget per student contact hours	11.8	10.05	12.58
Tutoring Effectiveness (Health)			
<i>Common Student Learning Outcome:</i> Students who receive tutoring will pass their tutored course.	81.50%	83.90%	96%
CCSSE Indicators			
4.h. Tutored or taught other students (paid or voluntary)			26.90%
13.d. Peer or other tutoring (frequency, satisfaction, importance)			
Frequency			1.4
Satisfaction			2.2
Importance			2.2
13.e. Skill labs (writing, math, etc.) (frequency, satisfaction, importance)			
Frequency			1.8
Satisfaction			2.3
Importance			2.4

Testing Services System Program Review

2011 Annual Report of Academic Support Services Program Data			
	Quantitative Measure 2008-2009	Quantitative Measure 2009-2010	Quantitative Measure 2010-2011
Testing Data			
Testing Data Demand (Health)			
Number of placement tests administered per year per student FTE	430%	370%	310%
Number of Distance Learning tests administered per year per student FTE	75%	71%	79%
Local campus tests proctored per year per student FTE	74%	84%	62%
Testing Efficiency (Health)			
Testing seats per student FTE	0.017	0.013	0.013
Testing seats per total number of tests	0.003	0.0025	0.003
Total number of tests per Testing Budget	0.295	0.267	0.315
Testing Effectiveness (Health)			
Satisfaction measurements using common survey questions			
1. The staff was friendly and helpful	99%	100%	99%
2. The hours of operation were convenient	98%	98%	96%
3. The services are satisfactory	100%	100%	97%

Analysis of the Unit

- A. Summary Statement and**
- C. Resource Implications (physical, human, financial)**

Strengths

The Learning Center has had a very productive year, opening 7 days a week for 52 hours. Student and faculty demand for face-to-face, online, and classroom tutorial services have increased tremendously. RDP funding in the coming year will help meet the need for tutors, especially in the classroom. In addition, SMARTHINKING, an online tutorial service, has supplemented TLC's tutorial services. Study skills presentations continue to be requested across the campus, and study skills tutorial appointments in The Learning Center have increased.

Funds from student technology fees were obtained to purchase 15 computers for TLC's testing room, making testing less frustrating for students with faster and more computers designated for testing. The new COMPASS retest policy was implemented at all five UH Maui College sites, and with assistance from TLC staff, Maui high schools across the island continue to offer COMPASS testing on their campuses.

Challenges

For almost 4 ½ years, The Learning Center was run by one full-time professional staff member (APT) who had served as TLC Acting Director and UH Maui College Testing Coordinator. Fortunately, in April 2006 the new TLC remedial support position (APT) was filled, alleviating the abundant requests across the campus for study skills presentations and providing increased professional tutoring for our students. This position pushed TLC staff count back up to two full-time positions. In addition, The Learning Center employs three part-time casual hire APTs to coordinate computer services and the UH Maui College Online Writing Lab as well as to provide professional tutoring on Saturdays and Sundays. With this in mind, in 1980 the "Learning Lab" was an English Department tutoring facility with two full-time APTs. Services included professional and peer English tutoring, study skills workshops, and CTBS English placement testing. Today, TLC services include English, math, and content area tutoring; study skills workshops in classrooms, on other campuses, and in TLC; extensive computer lab services; UH Maui College testing and make-up testing services; English challenge testing; distance learning testing; community proctoring; the UH Maui College Online Writing Lab, and SMARTHINKING—and we still have only two full-time positions as we did in 1980. Moreover, tutorial appointments, study skills workshop requests, and testing services requests have increased over the past 7 years. With three casual hires working 39 hours a week, TLC staff lacks

stability, continuity, and commitment. For this reason, we strongly urge that TLC's Director (faculty) position be restored to ensure The Learning Center's success in providing students with cutting edge, high quality academic support services during this time of rapid growth and increasing need for developmental academic assistance. The position will provide leadership in long-range planning, services implementation, data collection, and reporting for The Learning Center. Furthermore, increasing the interaction between the Kahului campus learning center and the outreach sites support services would be feasible. Similarly, communicating with instructors and programs regarding TLC services and the needs of instructors/students at all sites would increase. Networking with other learning center directors in state and on the Mainland would also increase, and resource materials would be researched and developed. Most importantly for students, TLC would be able to expand its hours of operation. In February 2008, The Learning Center's Comprehensive Program Review Team stated the following:

The review team commends the dedication of TLC staff in achieving high quality services in spite of limited staffing and resources, but also acknowledges that the health of this dynamic program is in jeopardy. After closely reviewing the program, we urge decision makers to provide sufficient support to sustain this program's vital role in the educational aspirations of so many of our students.

Furthermore, with 68% of student assistant monies spent on student receptionists, who answer questions asked by students and faculty at the reception counter, pass out and proctor exams, place students on COMPASS and retrieve scores, answer the phone and take messages, and type and copy materials, peer tutor funds are also limited. Student evaluations clearly indicate that more tutors are needed, especially since one of our goals is to provide tutorial services in the content areas, which has been limited to staff on hand.

Computer services are an essential part of our students' education, especially with the increase of technology in the classroom and the growth of distance learning classes. To assist students with basic computer skills and course software, the student receptionist, tutor (if one is on duty and available), or professional staff member on duty provides assistance to students in both computer rooms. Consequently, staff members are at times unavailable at the reception counter and phones ring unanswered.

TLC testing statistics show a tremendous demand for testing services on our campus. Staffing is always a problem, especially with the increase of distance learning testing since this involves receiving, processing, copying, administering, proctoring, collecting, recording, faxing or mailing, and filing the tests. On the positive side, TLC staff members have honed their multi-tasking skills, but we must ensure that testing

integrity is not breached while we attempt to service hundreds of students, especially with their use of sophisticated equipment such as cell phones and PDAs. As testing requests will only increase, UH Maui College needs a full-time testing position to coordinate all of the testing needs of the campus as well as the multitude of testing requests from other campuses in the UH the system. In addition, basic testing statistics have fallen to the wayside until such time it is needed for reports such as the program review. The testing coordinator would be able to produce current testing statistics that could be used for reports and future grants. If TLC's Director position is restored, the Testing Coordinator will be able to focus on testing services.

Although TLC will continue to coordinate hours with the Ka Lama Computer Center and the UH Maui College Library, with additional professional staff and student assistants, TLC would also be able to expand its hours of operation to meet the growing needs and varying schedules of our students. With a dedicated staff, TLC will continue to serve our diverse student population in the most innovative way possible and anticipate the expanding needs of our students and faculty.

B. Action Plan

- ❖ Implement SARS GRID to improve data collection
- ❖ Train student assistants to assist students with limited computer skills
- ❖ Train experienced tutors to respond to essays submitted to the UH Maui College's Online Writing Lab
- ❖ Network with instructors to promote SMARTHINKING
- ❖ Increase student assistant work hours during midterm and final exam period
- ❖ Train new COMPASS proctors at each remote site
- ❖ Hire and train new English and math tutors for the RDP Tutoring Project
- ❖ Create comprehensive tutor training activities for the RDP Tutoring Project
- ❖ Train tutors to assist students working on MyMathLab and MyWritingLab
- ❖ Continue to seek funding to support additional student assistants

and tutors

- ❖ Collect data each semester to evaluate The Learning Center's effectiveness
- ❖ Continue to solicit TLC evaluations

The Learning Center Evaluation

Date _____

Mahalo for filling out this evaluation. Your honest appraisal of TLC will allow us to provide the best services possible.

Check all that apply to you now. I am a student in: What is your major? _____
_____ Day classes. # of Credits: _____
_____ Night classes. # of Credits: _____ Gender: M F Age: _____
_____ Distance Learning courses # of Credits: _____

How many hrs. per week do you use TLC? _____ Is English your first language? _____

Please answer:

Yes No

Did The Learning Center's services help you remain in school? _____ _____

Did The Learning Center's tutors help you pass a class? _____ _____

Did The Learning Center's services help you register for the next semester? _____ _____

If you are getting ready to graduate in the coming year, did TLC services help you achieve your academic goals? _____ _____

Please rate the following:

5 = Excellent 4 = Very Good 3 = Good 2 = Fair 1 = Poor 0 = N/A

_____ 1. The Learning Center provided an appropriate environment in which to study.

_____ 2. The Learning Center's hours of operation were convenient for me.

_____ 3. The computer equipment and programs in The Learning Center were useful.

_____ 4. The staff was helpful.

_____ 5. COMPASS placement testing services were satisfactory.

_____ 6. Distance Learning and make-up testing services were satisfactory.

_____ 7. The Online Writing Lab was a useful resource.

_____ 8. Smarthinkin.com was a useful resource.

_____ 9. Overall, I am satisfied with my experience in The Learning Center.

_____ 10. I would use TLC again.

11. How could TLC improve its services?

11. What do you like about TLC?

Write comments you might have about TLC on the back of this sheet. Thank You!!!

THE LEARNING CENTER EVALUATION
Fall 2010 – Spring 2011

	5 Excellent	4 Very Good	3 Good	2 Fair	1 Poor	0 N/A
1. The Learning Center provided an appropriate environment in which to study.	59%	25%	7%	4%	3%	2%
2. The Learning Center's hours of operation were convenient for me.	51%	29%	10%	6%	3%	1%
3. The computer equipment and programs in The Learning Center was useful.	59%	24%	8%	6%	0%	3%
4. The staff was helpful.	70%	20%	6%	3%	1%	0%
5. COMPASS placement testing services were satisfactory.	38%	22%	15	1%	3%	21%
6. Distance Learning and make-up testing services were satisfactory.	30%	20%	9%	3%	0%	38%
7. The Online Writing Lab was a useful resource.	25%	15%	4%	3%	3%	50%
8. Smarthinkin.com was a useful resource.	24%	24%	2%	0%	0%	50%
9. Overall, I am satisfied with my experience in The Learning Center	69%	22%	5%	2%	1%	1%
10. I would use TLC again.	83%	12%	1%	1%	0%	3%

How could TLC improve its services?

- By continuing what they're doing.
- After being out of school for 6 years, you guys have come a long way.
- Maybe have a private room to hold those classes that teach about how to use the computer and stuff.
- Coffee would be nice.
- More longer hours please I take tests better at night.
- More plugs, tables, smaller headphones.
- Make sure the printer doesn't back up.
- Be open longer on week nights. Like don't close at 4:00pm.
- Bigger tables, more plugs, a separate area/room where we can talk and study verbally.
- Hawaiian language tutors and computer programs.
- Because I work then take a late class it would be awesome for TLC to be open longer
- Run a summer schedule
- Earlier op. hours on Tuesday and Thursday
- Sell food.
- Remain the same.
- Maybe the computers and more tables.
- I only just begun taking advantage of TLC. If I saw any obvious needs to address I would have no problems voicing them.
- More late hours and more room to study and more computers.
- Expand hours of operation.
- Students have to keep the noise down. They seem to don't care about others who are studying.
- TLC is pretty phenomenal already.
- More computers -- 5 cents per copy.
- I would like to see a good working computer in the quiet room.

What do you like about TLC?

- Everything
- Being able to use the computers and having staff available to help with computer difficulties that might occur.
- Tutoring
- All the staff is very helpful and knowledgeable.
- An area quiet enough to study in but loud enough for us to have a discussion in. Also good area to bring food so we can study and eat.
- The environment is just the perfect place to study.

- A lot of space, nice environment to study, helpful staff.
- Better hours open compared to library.
- Quiet, I need more focus than some others. Cool and comfortable and convenient.
- A good service.
- Online Writing Lab
- Have tutoring available to help us.
- Convince/Plenty of work spaces/good computers/I could get on my math lab/very helpful staff. Thank you so much for being a part in my academic journey here at UH Maui College.
- Hours -- open Sat/Sun
- I can do anything here in peace like reading typing and all other academic related activities.
- That it's open til 6 on Sunday. That has helped me so much. Later would be great.
- Awesome
- I love the availability of resources (textbooks) and the help of its staff.
- The workshops.
- It's quiet.
- A positive environment
- How it's there for the option of making up tests.
- Location, computers, friendly staff
- Friendly people
- We can eat and study.
- The staff are great, have aloha and lots of knowledge to help us learn.
- The space on the tables and quiet areas
- I'm very thankful for TLC assistance that the workers give.
- Candy
- There's nothing I do not like
- Everything; love how it's quiet with updated programs
- Love the staff

PAST SUNDAY STUDENT COMMENTS

By opening on Sundays, how has TLC assisted you in completing your coursework?

- I don't own a computer so it is beneficial to keep my grades up. Just about every class is now computer interactive please stay OPEN on Sundays.
- I don't have the computer programs I need at home and I work during the week. So I can only do my homework on weekends.
- Can complete work for school. I have work on Friday's and Saturday's so Sunday is my study day.
- Yes, I have been able to do my work on time in a timely manner.
- Very well. Having enough time to complete my work.
- Allows me a quiet place to use the computer when my kids are home.
- Last minute and final research – quiet place to work with large table to accommodate books – research material – workbooks – study material & research documents all in one sitting.
- Helps a lot having large table areas for homework & projects, plus computers if you need to do comp work or go online. Good help for questions!
- I love that TLC is open on Sundays because there is a place to go and study on Sundays instead of at home where there is so many distractions!!!! Also as a nursing student, I need Sundays to study & finish clinical papers! =) Mahalo for opening on Sundays!!!!
- This is the only day I have an open schedule to come here.
- Big time. I have no place @ home to study thus this is the best ever.
- By using the computer and having a quiet place to work.
- Doing homework or studying for tests on weekend.
- Helps me get my homework done after church.
- If offers me an area to do my studies in a semi-quiet area.
- I could not do it if TLC was closed on Sundays!!
- Because I work until 4:30, being one of the few days TLC is open until 7pm. I can come in to watch classes that I need to see. ESP since I have most of my tests on Monday.
- Quiet places to study.
- Very helpful! Use projection systems for practicing personal group presentations!
- Yes, and thank you very much.
- I work throughout the week so Saturdays and Sundays are important for me to get my work done.
- I am able to meet with my classmates and review for our exams.
- Quiet place to study.
- I am able to complete any work not being interrupted. I feel like I can study harder here than home.
- Researching my work.
- I feel that I am very productive with my school work since I've been coming to the TLC
- tutors always available to be there to help me
- Big HELP!

- I have homework and project completed on time. It's a great place to hold meetings
- No computer at home, helping me A LOT! MAHALO
- I have a place to study on the weekends sometimes studying at home doesn't work out for me
- I am able to come and use the wireless internet and print
- I am off work on Sunday, after church, I can get my homework on your computers done
- It's quiet so I can get homework done
- Giving me a perfect area to study and do my work where most places are closed
- Help if you need either on math/English and you can take test here on the weekend if your teacher lets you.
- It helps big time especially for parents
- I was able to complete some required assignments
- Get more homework done!
- Sunday schedule is very helpful. Please continue the TLC on Sunday
- I am able to get assistance regarding my homework. Able to complete my online work. Most important having someone there to guide and help me
- It's a great alternate than trying to study at home which has too many distractions. Also close to bus routes so can take bus home when done studying.
- HUGELY I would not have done as much or as well as I want if not for the help I've received at the TLC
- It allows me to do homework where it's quiet and not so crowded and loud
- It really assists me a lot, for my distance learning courses because it is less crowded and quiet on sundays and it fits my schedule better than some weekdays.
THANK YOU
- Lot's especially computer works
- If not for Sundays I would never be able to succeeded in college. I get hands on assistance or help from computers to various homework or studies
- I have been very impressed by the TLC staff- they have been extremely helpful
- It is very comforting to know help is always near. I don't have a computer at home
- Definitely. Only day I have to study
- More time to study and complete all works
- This is the only day I can finish up my school work
- Tutors are available at anytime
- More study time! Yay! Great help in math
- Has helped me study, even if I don't sign up 4 a tutor I can still ask them for help
- Yes, its given me a chance to use computers in a quieter environment
- Just started, great service – please stay open
- It's good to have a place to go to when you really need to concentrate on your work 😊
- Has help me complete a lot, going to school & working. Sunday is my only day off and can't get anything done being at home so I like to come to the TLC to do everything I need to get done. I really like having TLC open on Sundays.

Additional comments:

- Very helpful!
- I love having you open on Sunday. I think that Monday would be great to be open at 8:00 AM and stay open late on Thursdays. It is necessary to have odd hrs. For those of us who do not have a computer so that we may do our homework assignments. Much Mahalo.
- Please support TLC. Sunday opening is very useful to students.
- Keep up the good work.
- The whole staff is great!
- Very convenient and I appreciate it =).
- Very helpful!!
- I am very happy with Sunday because I work in the morning and then I have a chance to come in TLC to complete my homework.
- GREAT, Mahalo!
- I love the TLC!
- Love having the TLC open on Sundays – Helps a lot when maintaining study intense course loads.
- Keep Sunday and Saturday open!!!
- By being open on Sundays I have time to catch up on all assignments in my classes and stay ahead.
- Thank you!!
- I am glad they are open on Sunday.
- Please keep TLC open on Sunday!! Very beneficial for us!!!
- Awesome staff
- The learning center ROCKS!
- Excellent help and very friendly people here! MAHALO
- Please upload Microsoft notepad into computers. Thank you
- Open early on Sundays
- TLC is DA BEST!
- Fox automated door
- Joshua – English tutor is excellent
- More hours
- TLC people ROCK

TLC Study Skills Workshop Comments

Effective Note Taking

- Thank you. These workshops cover important topics and skills.
- I learned about reviewing the notes and that was really helpful.
- Thank you, it was very informative.
- This workshop was very helpful!
- Some useful info. I'd never heard of Cornell System. Good point about postponing debate and not shutting down if you disagree. I like how workshops are offered at various times. Hope computer workshop is offered again.
- Feel a bit more confident about taking notes.
- I got refreshed with the Cornell notes. I want to start using it.

Tips and Hints on Taking a Test

- A lot of good tips I never thought about before 😊
- This workshop provided me w/information that I didn't know like the NIGHT BEFORE THE EXAM tips. This one tip will change my habits.
- Thanks for the snack. I was really hungry & it helped me focus. I love these study skills workshops.
- So much helpful info. Thank you
- I walked in late ate unhealthy lunch. I will use this for test taking for sure.
- I think the 4 minute test you gave us was ingenious. Informative
- I hope to find my new skills very helpful. Thank you
- I will use this tips next time when I have a test. It was easy to understand.
- Char Mansfield is a valuable instructor! She taught me the importance of reading directions and using the tips for "When I get my exam, I..." Thank you!
- Thank you for providing these workshops and all your guys' hard work!
- Sometimes drawing pictures helps with jotting down memory clues. Ex. Zoology, Biology, Thank you!!!
- This workshop was a huge help to me. I will definitely practice this in my future's exams

Boot up the Computer

- Excellent teacher. You ROCK😊
- Thank you Melissa and Josh it is a relief to feel free to ask for help
- Josh is an excellent presenter & very helpful outside lecture, during computer study.
- Mahalo to Melissa & Josh for showing good info on Laulima
- Yes, the more I learn. The more I want to learn.

Secrets to the FAFSA

- Very well presented. Clear and concise. Was able to answer all questions clearly and easily. Very well informed.
- Information presented was both informative
- Good information
- Thank you for your time to explain scholarship information

College Reading Strategies

- Very good workshop!
- EXCELLENT! She said about vocabulary workshop. I look forward for that.
- First time to accept help. This was short & to the point. Mahalo!

Using Your Time Wisely

- Great workshop that was informative! ☺
- Hope to begin more understand of life. Much mahalo
- I enjoyed the class hoping it would go longer.
- I will definitely use these techniques in my everyday life. Thanks
- Very helpful workshop useful information w/other classes.

Writing a Research Paper

- Very clear & encouraging. Learned a lot in those short times.
- Released anxiety.
- Thank you for your time to present important details on research papers.
- Very informal presentation. Will help me a lot throughout my paper.
- The snacks was very good & very helpful source/information.
- Clear & understandable presentation. This workshop will be very useful for my upcoming research paper. Thank you ☺

Research Strategies for the Online World

- Well done
- Very interesting and clear.
- Very helpful, taught me new search strategies.
- It was great wonderful I learned a lot.
- I did not know how to spot a hoxe and now I do. Thank you.

Study Keys

- I like the review after class & review before class tip the best.
- I really liked the idea of the “one” calendar. Thank you!

- The workshop helps me understand better in how to study & take exams
- The tips are helpful. Thanks for being there
- It was good. A lot of the stuff I already do.
- Very helpful. It helps us to be on track again! 😊
- I like that you give student snacks & drink 😊
- Very well explained. Thank you very much 😊 Very informative, snacks, 20 points!
- Speaker is very animated it keeps me up and focus. She has very positive energy. Mahalo...