

# ANNUAL INSTRUCTIONAL PROGRAM REVIEW

## UH MAUI COLLEGE, HANA 2011/2012

### TAB: ANALYSIS

#### 1. Quantitative Indicators – Table 1 – Summative Data

Demand Indicators	AY 09-10	AY 10-11	AY 11-12
<i>Unduplicated Student Enrollment</i>			
<i>Fall</i>	18	38	38
<i>Spring</i>	17	33	28
<i>Full-time equivalent (FTE) Enrollment</i>			
<i>Fall</i>	8.4	15.25	13.5
<i>Spring</i>	7	14.25	7.5
<i>Student Semester Hours (SSH)</i>			
<i>Fall</i>	117	183	162
<i>Spring</i>	84	228	90
<i>Total Number of Classes Taught – Live</i>			
<i>Fall</i>	1	2	1
<i>Spring</i>	1	3	1
<i>Total Number of Classes Taught – Distance</i>			
<i>Fall</i>	12	14	14
<i>Spring</i>	11	12	11
<i>Percent Native Hawaiian Students</i>			
<i>Fall</i>	83%	87%	87%
<i>Spring</i>	82%	93%	75%

Efficiency Indicators	AY 09-10	AY 10-11	AY 11-12
<i>Average Class Size – Distance classes</i>			
<i>Fall</i>	1.5	2.7	2.7
<i>Spring</i>	1.5	2.7	2.5
<i>Fill Rate- LIVE classes</i>			
<i>Fall</i>	90%	86%	85%
<i>Spring</i>	83%	89%	87%
<i>Faculty Student Ratio</i>			
<i>Fall</i>	1:10	2:12	1:19
<i>Spring</i>	1:6	3:19	1:16

Effectiveness Indicators	AY 09-10	AY 10-11	AY 11-12
<i>Successful Completion (C or Higher)</i>			
<i>Fall</i>	15	25	34
<i>Spring</i>	14	24	16
<i>Persistence (Fall to Spring)</i>	15	15	24
<i>Unduplicated Associated Degrees Awarded</i>	2	1	2
<i>Unduplicated Certificates Awarded</i>	1	1	2

## II. Analysis

- a. Which PLO is being assessed? How is it being assessed (which course(s) is being used to assess the PLO)?

The UH Maui College 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.***

The PLO will be assessed through a set of program goals listed in Table 2 (below)

Table 2 – Formative Student Learning Outcomes and Program Goals

Student Learning Outcomes (SLO) and/or Program Goals	Examples of Achievement Indicators within each SLO	Mapping SLO to Activity, Course, Project, or other Initiative	Assessment Tool and Methods of Utilization	Analyzing Results	Plan and Implementation
<p><b>Program Goal:</b> Achieve a shared institutional culture that makes student learning and success the responsibility of all</p> <p><b>SLO (1):</b> Increase awareness of UHMC services to Hana Ed Students</p> <p><b>SLO(2):</b> Application and Registration process to be seamless</p>	<p>Efficient processing of UH application</p> <p>Serve as liaison between students and Student Services departments such as Financial Aid, EOC, Health Center</p> <p>Serve as liaison between student and Academic Advising, offer basic interim advising</p> <p>Assist with payment transactions</p>	<p>Process application upon receipt and assist student with UH Portal setup</p> <p>Maintain rapport with departments, expedite forms to complete application process</p> <p>Schedule appointments and provide room for academic counseling</p> <p>Schedule minimum 1 Academic Advisor visit to Hana Ed Center for current students and community</p> <p>Monitor purge list to insure FA students are not dropped</p> <p>Assist with tuition payment as needed</p>	<p>UHMC Applications</p> <p>Record date and time on all documents</p> <p>Conduct student survey</p> <p>Track number of students served by Academic Advisor</p> <p>Collect data from Banner SFRSLST, immediately prior to purge and immediately after purge</p>	<p>Achieve goal of processing applications upon receipt</p> <p>Student survey – overall: Prefer LIVE classes to DE via HITS</p> <p>Rated Ed Center- as excellent</p> <p>Rate staff- very helpful</p> <p>Approximately: 9 students meet with Academic Advisor onsite; and others who meet intermittently via phone and email contacts</p>	<p>Continue to process UHMC applications promptly</p> <p>Continue to conduct surveys minimum 1x per year</p> <p>Increase visit by Academic Advisor to HEC to 2 per semester, more face-to-face meetings are needed</p> <p>Continue to serve as liaison for HEC students and UHMC student services</p>
<p><b>Program Goals:</b> Provide Testing and Proctoring Services</p> <p><b>SLO:</b> Placement in ENG &amp; MATH sections and able to complete exams and</p>	<p>Administer compass placement tests for incoming students Hana High School and community</p> <p>Test Proctoring site for UHMC classes and UH system</p>	<p>Encourage early placement testing for new students</p> <p>Offer study aids and resources</p> <p>Offer test proctoring for all UHMC HEC</p>	<p>Track placement testing by the month, semester and AY</p> <p>Collect and track test proctoring by</p>	<p>Ongoing communication with Hana High School counselor</p> <p>Post and advertise placement testing hours at HEC</p>	<p>Continue partnerships with Hana High School HS student placement tests</p> <p>Continue to post placement testing schedule on</p>

quizzes in a proctored environment		and UH students to include DL, Internet and Cable classes originating at other campuses	semester	Rapport with DL instructors- important	community bulletin boards  Keep rapport and build relationships with DL and LIVE instructors
<u>Program Goal:</u> To increase the number of certificates and degrees awarded  <u>SLO:</u> Build personal confidence, intellectual growth and work force capacity	A ladder approach to certificates within each major ensures that students can earn a certificate and build upon it towards a degree	Advocate for classes that will provide short term certificate opportunities  Added academic advising opportunities and avenues	Track graduation applications with assistance of Academic Advisor	In 2011-2012, there were 4 total certificates and degrees awarded to HEC students, HEC have doubled their goal of 2 per AY	Certificates and degrees will be maintained at equal to or greater than 2 per semester  Request (1) Academic Advisor position for HEC
<u>Program Goal:</u> Support county and state (and local) economy, workforce development and improved access to lifetime education for all by building partnerships with in the UH system and with public and private educational, government, business (and non-profit) institutions  <u>SLO:</u> Strengthen the socio-economic status of East Maui resident through education, degree programs, OCET and also employment opportunities	Build and sustain partnerships that will benefit students, employees and community in general by creating and maintaining rapport with UH systems, businesses, churches, clubs, etc.	HEC is a member of the Hana Community Partners. This is an organization loosely comprised of East Maui non-profits, businesses and individuals, dedicated to improving circumstances in Hana	Track 'drop-in' visits per semester  Track employer educational needs, and how UHMC-HEC can help to enhance employment opportunities	In 2011-2012 there were 85 drop-ins with college inquiries  Contacted HR Director at Travaasa Hotel (largest employer in Hana), "What can UHMC do for their company to enhance employees skill levels	It is difficult with only (1) FT Coordinator, to leave the HEC and visit businesses:  Request additional PT or FT assistant  Continue to reach out to community sectors via telephone, email, and fax
<u>Program Goal:</u> To be actively involved in UHMC Kahului, UH System  <u>SLO:</u> Benefactor of updated UHMC HEC services	Insure that the HEC is aware of current vision, trends and programs of UH Maui Kahului  Insure that the HEC contributes to UHMC at large  Insure that the HEC is connected with UH system in appropriate ways	Participate in Department Chairs meetings, Academic Senate, Convocations, etc  Serve on committees when invited  Participate in ITV, UH/EC and other system-wide groups. Familiarity with rules & regulations	Track meeting attendance	Staff attends Prof Dev sessions for internal procedures, program review skills, mission and vision planning and more	HEC is actively involved with UHMC through various scheduled meetings  HEC to continue to be involved necessary to incorporate update information at the Ed Center to insure students receive equal educational experience
<u>Program Goal:</u> To increase the number of High School graduates applying to UHMC	Continue to work with Hana High School students, parents, teachers through	Gear Up and Ho'okui (dual credit) Program for eligible High School Juniors &	Fall applications  Method: Continue	Number of High School graduates enrolled at UHMC: Fall 2010: 2	Target: Maintain (2) graduates at equal or greater than (2) per

<u>SLO:</u> Increase awareness of program options in Hana for High School	various projects, programs and partnerships	Seniors Fall 2011: 22 Spring 2012: 16  Remain in contact with HS counselor and UHMC RS counselor	tracking the number of Hana graduates applying to UHMC  Track High School graduates applying to other colleges	Fall 2011: 2  Enrolled in other colleges: Fall 2010: 26% Fall 2011: 28%	semester, starting in: Fall 2010 (2) to Fall 2011 (2) to Fall 2012 (4)  Result: We have maintained (2) graduates since 2010, moving toward increase by 2012  Continue to provide encouragement, motivation and positive affirmation necessary to raise student self-esteem before we are able to meet our goal to increase the number of High School graduates enrolled at UHMC and HEC
<u>Program Goal:</u> Maintain upper division classes  <u>SLO:</u> Understanding program options and transfer opportunities and requirements	UHMC-HEC students with associate degrees are moving to UHWO, UHH, and UHM	Coordinate academic advising for UHMC students with respective institutions	Track HEC students who enroll at respective UH institutions	In Spring 2012 students were unaware of the bachelors and master degree offerings in Hana  Fall 2011 – 2 Spring 2012 - 2	The number of Hana students enrolled in upper division programming will be equal to or greater than 2 per semester  There will be increased awareness of upper division programming and transfer options by the end of Spring 2013

- b. Describe the assessment tools or methods used to analyze the outcome. See **Table 2** above
- c. Describe summative evidence (attach rubric) See **Table 1** above
- d. Discuss result of assessment evidence See **Table 2** above
- e. What have you discovered about student learning?

In 2011-2012 the HEC program focused on the following goal: To achieve a shared institutional culture that makes student learning and success the responsibility of all.

We have seen that when students have the understanding of UHMC student services they become more confident and comfortable with HEC staff assistance, the admission process, the registration process and the class attendance. They are encouraged to participate and foster dialogue in both HITS and LIVE classes.

Also, the greatest contribution that Hana Ed Center can contribute to student success is to offer highly personalized service.

- f. Provide evidence that results of student learning have been discussed with Program Advisory Board.

The UH Maui College, Hana Outreach Program Advisory Committee has not met to specifically discuss student learning. UH Maui College, Hana will share this Annual Program Review with the Advisory Committee and ask for their input when the process is complete.

- g. Discuss the changes made in curriculum or pedagogy to improve student learning and the results of those changes

No significant curricular changes have taken place since the last review.

- h. List your programs strengths and weaknesses (in relation to Program Goals and SLOs).

Strengths:

- There is a steady increase of interest in the Hawaiian studies program. Hana's population is largely native Hawaiian, the announcement of the new Associate Degree in Hawaiian Studies coming in Spring 2013, has piqued the interest of many community members. To prepare for upcoming utilization of this program, we have developed a strong HWST lecturer base. HEC have been able to offer LIVE HWN and HWST classes per semester.
- The number of degrees and certificates awarded has increased this AY from 2 per year to 4, considering our enrollment over the last two semesters was under 40, it equates to 10%, this is exciting.
- HEC Coordinator's ongoing relationship with the High School and Community Partners, will strengthen enrollments in the future semesters.
- Class fill rates have remained in the high 80% percentile which illustrates the efficiency of meeting our students' interests and demands for specific courses
- Small rural communities interact in a manner that is quite different from a more populated or mainstream area. The Ed Center interactions are unique as well. It is not uncommon for prospective students to visit the home of the Coordinator to discuss classes nor is it uncommon for the Coordinator to be approached outside of the Ed Center for registration or payment of tuition. The key is to use flexibility in these situations, and to insure that the integrity of UHMC is maintained to the fullest.
- The HEC staff serves as a 'go between' regarding instructor/student, at the instructor's request due to the nature of HITS, Cable and Internet courses (instructor not in same physical location as student). It is the key element in the success of distance learning in a rural community
- HEC working relationship with the UHMC parent campus and other UH campuses are major strengths. Representatives from Academic Advising, Financial Aid, OEM, Computing Services and Media Center technicians make regular visits to HEC to assist in any way necessary for the benefit of our HEC students. HEC's connection with

- representatives on other UH campuses help to assure smooth transfer transitions for students. All of these relationships greatly strengthen the Hana's connection to the institution as a whole
- Outreach services provided in AY 11-12:
    - Offered use of computer lab to Fall 2011: 528 student/residents and Spring 2012: 465 students/residents
    - Administered placement tests: Fall 2011: 22, Spring 2012: 11
    - Performed test proctoring: Fall 2011: 26, Spring 2012: 34
    - Scholarship AHA – 30 participants
    - Provided academic advising in Hana: Fall 2011: 9 and Spring 2012: 14
    - Registration: Fall 2011: 16 Spring 2012: 17
    - FAFSA assistance: Fall 2011: 10 Spring 2012: 12
  - The greatest achievement is succeeding in support of Native Hawaiian community, with an enrollment of 81% of all HEC students being of Hawaiian ancestry

#### Weaknesses:

- Hana High School has been identified as a Gear Up School. Eligible Juniors and Seniors are able to utilize Running Start
  - Spring 2012 completion rate has dropped significantly due to the High School students in the Running Start Program. This was the lowest rate in the past three years. It had a significant affect on the retention rate. The High School Administration implemented a new policy affecting Running Start students with college GPAs below 2.0, they will be put on probation for one semester
  - Many of our Running Start students do not have a college mindset regarding time management and study skills
- HEC has been very successful in graduating a number of students over the past few years. We are however, seeing a low replacement rate of incoming new program seekers
- Our LIVE HWN and HWST classes have been very popular, we have lecturers to teach LIVE math and sociology classes in Hana, however, finding a minimum of 10 people from a pool of less than 2,000 residents (estimated population) is not easy
- Limited staffing for community outreach – since March 2008 the HEC staffing consisted of 1 FT APT and a PT student assistant (available during the semesters Only and paid through the Federal Work Study Program through Financial Aid). Therefore APT is unable to devote sufficient time to community outreach and further program development.
- There is a need for expanded onsite academic advising. An excellent main campus academic advisor tries to visits the HEC at least once a year and is highly rated by students. Nevertheless, there is a need for a more regular academic advising presence.

### III. Action Plan

- a. Describe planned changes (pedagogy, curriculum) to improve learning.

HEC's action plan is to focus on one Program Goal and its Student Learning Outcome (SLO) per academic year. In 2012-2013 our focus will be to continue our 2011-2012 initiative, to increase student success by achieving a shared institutional culture that makes student learning and success the responsibility of all.

Some of the strategies we are working on include: 1) Insure that the educational experience for the Hana student, though different in delivery and texture, is equal to the educational experience of all UHMC students, 2) Continue our Project Ho'okui partnership which

enhances opportunities for early admit students, and to get staff, students and community involved together to work toward achieving success, 3) Continue process of providing upper level degree programs through UH HITS activity, 4) Investigate methods of offering study skill, computer literacy opportunities to students, 5) Add one LIVE class per each semester, 6) Continue to be of service to offer our students assistance with enrollment, registration, FA, FAFSA process with ALOHA

- b. Describe how your assessment supports your current program goals and/or influence future planning.

This assessment provides many current strategies that appear to be effective in adding value to the students' overall educational experience. However, there are areas where improvements can be made.

In our strategic planning efforts, we aligned our program goals with those of the main campus to ensure we are contributing to the overall health of UH Maui College.

#### IV. Resource Implications

- a. Provide detailed description, including itemized costs, or additional resources required to implement change.

##### **Institutionalized Distance Education Support, (1.0 APT Instruction and Student Support (PBA) \$34,282):**

HEC currently has 1.0 FTE who is responsible for providing on-site student support for all DE classes via HITS and Internet. This staff position also serves as liaison to the Computing Center, Media Center, Academic Advising, Instructor and student, Financial Aid and provide administration and processing of placement tests, proctor quizzes and exams as scheduled by instructor, maintain and upkeep materials and equipment. Participate in UHMC meetings as scheduled. It is evident that due to the increased student demands during the 14-hour operational day, a single employee trying to cover all academic support duties is not sufficient. This situation is a priority and critically urgent for the program and staff well-being. We currently have a student assistant too, who is only available during the semester at 20 hours per week. There are no overlap hours due to the need to cover our evening classes. The student assistants' 20 hours are consumed by providing coverage on Monday through Thursday.

To remedy the situation, we propose an added 1.0 APT academic support position especially designed with late afternoon and evening hours. The new requested APT position would be assigned clerical/media/computer functions. This position will assist students, staff and faculty at the HEC. Assist the HEC (APT) Coordinator. Assist students with computer software, e-mail and Internet. Provide clerical support. In addition, the presence of an APT position at night could provide a safer environment for students and lecturers due to a buddy system when locking up in the absence of security personnel.

##### **Institutionalized Distance Education Support (1.0 Academic Counseling Support, approx. \$55,344)**

There is a need for expanded onsite academic advising. This position will provide a range of counseling services including academic advising, college transfer support, career counseling, and referrals to much needed campus and community resources. An excellent main campus academic advisor is diligent in making certain she visit the

Hana Ed Center a minimum of once a year these visits are highly rated by students. Nevertheless, there is a need for a more regular academic advising presence. In the current semester (Fall 2011), UH Maui College, Hana received approximately 10 hours of face-to-face academic counseling sessions onsite with UHMC Hana students. Intermittent advising support is done via telephone and email contacts.

UHMC counseling department 2008-2009, 2009-2010, 2010-2011 Program Reviews identified the need for an additional counselor position to service students at the Hana Ed Center. The review notes the importance of analyzing the needs and capabilities of students and the availability of internal and external resources.

The 2010-2011 review notes a 51.9% UHMC enrollment increase from Fall 2007 to Fall 2011 and a 50.1% increase in college course offering, and that there was not a systematic and proportionate growth or allocation of resources to add needed counseling personnel and services to keep up with students needs.

In addition, in early 2012 Lau'ulu representing UHMC Hawaiian Programs identified the need for a Hana Ed Center counselor in its Native Hawaiian student affairs support services model to Puko'a (the UH system's umbrella of Hawaiian Programs).

This position will develop the needed presence of Student Affairs support services at the Hana Education Center.

#### TAB: DESCRIPTION

Mission and Vision for UH Maui College, Hana Education Center

##### Mission

To insure that UHMC Hana Education Center provide affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

##### Vision

Hana Ed Center to be a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments for the residents of East Maui.

Hana Education Center's 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.

#### TAB: SLOs

- a. List program learning outcomes – see **Table 2** for a list of Program Goals and SLOs
- b. Program map (course alignment grid) N/A
- c. Assessment plan (grid showing plan for assessment focusing on different student learning outcomes(s) each year, rolling up the annual assessments during the five-year comprehensive review)



Assessment Plan (2011)	Progress (2012)
Ongoing support HEC students; registration, FAF SA, FA, Academic Advising, increase number of certificates/degrees earned per AY, and maintain upper division classes	-Number of students received degrees/certificates increased from 2 to 4 -HEC students are preparing for transfers to UHWO (2), UH Hilo (2) and UHM (1) in the Spring 2013
Continue partnership with the Ho'okui Program (grant funded, for Native Hawaiian High School juniors and seniors) to enhance opportunities for early admit students	-Currently working with HS counselor and Hana's Ho'okui representative to investigate methods of offering study skills and time management class/training/session to HS students with focus on adding value to the students overall educational experience
Continue to add a LIVE class each semester	-Offer one HWN/ HWST course per semester, in preparation for the 2-yr degree in HWST (Sp2013), lots of interests
-Currently working with UH Manoa School of Social Work next MSW cohort enrollment for Fall 2013  -Working with Manoa Outreach Academic Advisors and UHWO to assure HEC student smooth transition	-Scheduled UHM School of Social Work meeting for Fall 2012, advertise interest in enrollment for next cohort to begin Fall 2013. -Currently, one student in MSW, will graduate in Sp2013  -(1) student will be attending UHWO (ECE) -(4) students are preparing to enter BA program by Fall 2013 (Elem ED)

### Summary

In AY 2011-2012, UN Maui College, Hana Education Center focused on the goal of increasing student success. There have been 4 graduates, we strive to maintain or increase our goal of 2 graduates per semester. HEC staff will continue to provide personalized service to insure a positive educational experience for all students.

HEC staff will continue to work with our High School counselor and Running Start students to increase enrollment by decreasing the number of students on academic warning.

HEC remain very hopeful, that even with our current economic situation that the state and UH is facing, HEC will receive additional staffing to include a 1.0 APT and 1.0 Academic Advisor.