

University of Hawaii- Maui College
Annual Program Review, AY 2009 – 2010
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Introduction

The Hana Education Center is an Outreach Center of UH Maui College and offers Distance Ed Classes for the rural students of East Maui, population approximately 1,500 total residents. In addition to UHMC classes, student may participate in the majority of programs that are produced via the University of Hawaii's HITS (two-way closed circuit TV) system. Since the Ed Center functions as an outreach campus regarding the student experience, the Hana Advisory Committee has chosen to adopt many goals and objectives, verbatim, from the Kahului campus. The purpose is to insure that the Hana Outreach student is receiving the same quality of higher education as he/she would at any other UH Maui College campus.

Mission and Vision of the Hana Education Center

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

Hana Education 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.

The 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.

Student learning Outcomes of the Program

The majority of Hana Education Center students tend to be adults who are long time Hana residents of part-Hawaiian ancestry; second, Caucasian and those of mixed ancestry. About 95% of course instruction is from the Maui College main campus via HITS (two-way television system). The other 5% comprise of Live, Cable, and Internet and classes. HEC provide English and Math COMPASS placement tests to assess student's comprehensive learning levels. This test result will help encourage and enhance students' learning and retention.

It is expected that students will:

1. Be able to identify their academic goals/major.
2. Attend semesters consecutively Fall to Spring.
3. Achieve a degree/certificate.
4. Achieve a C or better average.
5. Be able to understand and utilize technology; ITV, Laulima, Internet and Cable.

Part I. Quantitative Indicators fro Program ReviewDemand

Indicators are data provided by Hana Education Center, and knowledge of community needs. For the purpose of this assessment, only the classes attended at the Hana Education Center are tracked.

1. Annual new and replacement positions in the State – Not applicable
2. Annual new and replacement positions in the County – Not applicable
3. Number of majors:

Fall 2009	Spring 2010
Business Careers – 3	Business Careers - 3
Human Services – 3	Human Services - 3
Liberal Arts - 9	Liberal Arts - 9
Early Admit - 3	Early Admit - 3

4. Student Semester Hours and FTE Program Enrollment

Fall 2009	Spring 2010
Enrollment: 18	Enrollment: 17
Semester Hours: 117	Semester Hours: 96
FTE: 9.75	FTE: 8.0

5. Semester hours for non-programs majors – not available.
6. Semester hours for all program classes (see #4, above chart)
7. FTE program enrollment (see #4, above chart)
8. Number of classes taught/received

Fall 2009	Spring 2010
Live Lecture: 1	Live Lecture: 1
Skybridge: 11	Skybridge: 10
Cable: 3	Cable: 3
Internet: Not tracked	Internet: Not tracked

9. Determination of Program's Health based on demand: Healthy

The programs that have been Healthy are Liberal Arts and Human Services. The enrollment from the High School has been consistent due to students wanting to take dual credits through the Running Start Program.

Efficiency

Note: More than 90% of class attendance is via Maui College's HITS "Sky Bridge" program, which is a closed circuit television system that is broadcast

system-wide, and already figured in to efficiency statistics for the individual programs. Therefore, attendance as defined in this section, is in relation to only the live courses taught at the Hana Education Center.

10. Average class size - ITV delivery -1.5, Live classes – 8
11. Class fill rate – ITV delivery – 61%, Live classes – 80%
12. FTE of BOR appointed program faculty
There is one full-time APT/Interim Coordinator position to facilitate at HEC.
13. Student/faculty ratio – not applicable
14. Number of majors per faculty – not applicable
15. Program Budget Allocation
 - a. Staff: <\$70,000.
 - b. Supplies: \$800.
16. Cost per student semester hour – not applicable
17. Number of classes that enroll less than ten students – via ITV, not applicable, Live classes – 1
18. Determination of program's health based on Efficiency - Healthy

Effectiveness

19. Persistence of majors from fall to spring – 100%
20. Number of degrees and certificates earned – 5 (annual)
This annual year 2009- 2010, there were two students who received Certificate of Competence in Supervision 1, one student received their Certificate of Competence in Preschool Child Development and two students received their AA in Liberal Arts.
21. Number of student transfer to four-year institution - 1
One student transferred to University of Hilo
- 22 – 28 Perkins – Not applicable
29. Determination of program's health based on effectiveness – Healthy

Part II. Analysis of the Program

Strength and weakness in terms of demand, efficiency, and effectiveness based on an analysis of data:

In the over all analysis of the Program:

1. Hana Ed Center is efficient in being able to deliver the programs through means of distance service learning and technology.
2. Hana Ed Center has been very successful in graduating a number of residents over the past year.
3. The completion of Hana Ed Center's classrooms renovation project has indeed, brought more residents from the community into the Center.
4. Hana High School has been identified as a Gear Up School. Eligible juniors and seniors are able to utilize Running Start. As, HEC focus on High School students, the challenge is to find courses with no pre-requisites in the 100

- level (High school students can only receive dual credits when they complete 100 level classes).
5. HEC is able to offer proctoring for students who are taking UHMC classes and also classes from other UH campus'.
 6. With the economy downfall, HEC offers the community the use of the computer lab, assistance with resumes and employment search.
 7. Hana Ed Center offered a 40 hour computer course via VITEC, the continuing education department of Maui College to its community (emphasis on displaced Hotel Hana Maui employees).
 8. Hana Ed Center will become a receive site for University Center Master Social Work degree program.
 9. Hana Ed Center has scheduled annual academic counseling for UHMC students prior to the Fall semester, it has been a very positive experience for our students.
 10. Hana Ed Center 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 through cultural awareness, education, support/assistance and general community goodwill. Additionally, HEC works collaboratively with organizations such as Hui No Ke Ola Pono, Public Health Nursing, Hana Health Center, Alu Like YAPP Project, Self Help Housing Cooperation, Hana Cultural Center, Hana School and Kula Ike (a private home school).
 11. The working relationship with the UHMC parent campus is also a major strength. Representatives from Academic Advising, Financial Aid, Computing Services, Media Center and the Construction Academy have made regular visits to the HEC to assist in any way necessary. Additionally, faculty from disciplines that are relevant to the goals of East Maui residents are working with the HEC to make programs accessible to the students. Vice-Chancellor of Academics and other faculty members make periodic visits to HEC. All of these activities greatly strengthen the HEC and Hana's connection to the institution as a whole.
 12. Student Services Support
Applicants, Hana High School students, current Maui College students and interested community members regularly utilize the Hana Education Center for their application and other registration and employment search. For the Academic Year 2009 – 2010, the student services offered were:

Type	Fall 2009	Spring 2010	Comment
Compass Testing	22	25	
Computer Lab	144	118	
Counseling	29	28	
FAFSA	32	33	
Proctor Testing	44	47	
Meetings	12	16	
Network/Community Outreach	16	136*	HEC/AluLike Youth Program

Registration	24	35	
Tutoring	13	9	
Walkins-MCC Info	71	77	

Additionally, the staff offers continual ongoing one-to-one support for individual students regarding issues as diverse as familiarization with Laulima (classroom web interface) or serving as a “connecting piece” between SkyBridge instructors and distance learning students.

Significant Program Actions (new certificate, stop-out; gain/loss of positions, results of prior year’s action plan):

30. Hana Ed Center’s Program overall health is Healthy. The newly renovated classrooms have become a positive incentive to High School students and community members. It is anticipated that our enrollment will increase.
Prior year action plan:
 1. Continue to provide assistance to students/potential students with Financial Aid (FA) by:
 - a. Research other FA opportunities for specific segments of populations; Gear Up, Native Hawaiian Scholarships, Employer Reimbursement programs, etc. – There were several students who received financial assistance from this research.
 2. Continue to work with current lecturers and potentials to develop new live classes – This AY, HEC welcomed a New Math lecturer.
 3. Continue to work with High School re: Running Start, dual credit program- This AY, HEC has had 4 students participate in the program.
 4. Develop off campus class sites – HEC continue to look for a venue in the community.
 5. Develop a community-oriented newsletter prior to the beginning of each Academic Year – Presently, HEC has provided bulletin-board flyers of upcoming events, classes, etc.

During the previous Program Review, data for both efficiency and effectiveness were weak. It was noted that the data was unclear regarding how many students were accessing educational services at our Ed Center. (HEC submitted its report using an old format, resulting overlooking the importance of this data.) Since that Program Review, HEC provided and submitted the information to Suzette Robinson, Vice Chancellor of Academic Affairs. It was noted that HEC’s enrollment was very strong (28% Fall 09, and 45% Spring 09 and an additional 25% Spring 10). HEC have begun to develop persistence and retention

information. Additional recommendation mentioned; to work with outreach colleagues to refine data.

Part III. Action Plan

For 2009 –2010:

1. Continue efforts towards increased enrollment.
 - a. Community bulletin-boards, Businesses, Community clubs and Associations, post ad in community quarterly paper and High School PCNC newsletter.
2. Continue to offer a safe and friendly environment for students.
3. Continue to work with High School counselors; re: Running Start Program, Financial Aid workshop.
 - a. Survey Juniors and Seniors needs assessments.
4. Continue to offer Financial Aid assistance to students and/or potential students, i.e. FAFSA, private funding, scholarships, employer
5. Continue to track Hana Ed Center's usage/services
6. Continue to survey current students, track and analyze data to insure that the Ed Center is aligned with their needs.
7. Develop fees for services: Xeroxing, faxing, rental of computer lab to outside agencies.

Part IV: Resource Implications (physical, human, financial):

Hana Ed Center continues to need the assistance of the main campus and the UH System to provide educational and financial support. Both, the community businesses and school are a major resource for the success of the program.

Physical - HEC, now pays a minimal monthly fee for its lease of two classrooms, it includes the electricity, resulting in a substantial savings. There are no staff to do the daily custodial services, because, it is important to the APT/Interim Coordinator to show appreciation for its newly renovated classrooms, she has provided the daily cleaning before hours.

Human – The current staffing of one FT APT/Interim Coordinator and a part time clerk is insufficient. The part time clerk is employed only during the semesters. When there are breaks in the semester, the PT clerk is on break too. During the semesters our office hours are extended to 9p.m., whereby, the PT clerk would cover the night classes. There is no staff available to cover Sick or Vacation during the semester without a staff member working a 12 hour shift, 9a-9p and during semester breaks without closing down the Ed Center completely. It is a challenge to be available to provide students' assistance, proctor tests, schedule compass, oversee the Ed Center, etc, and be the only one in the Ed Center to do it all. APT/Interim Coordinator does what it takes to get the job done. Ideally, HEC could use another FT person and the present part time clerk.

Financial - HEC present financial concern is increasing our supplies budget, presently the budget is \$800/yr. HEC has two new Dell printers, the cost of the toner cartridges alone consume more than half of the budget. And, as noted above, increase in staffing.