

University of Hawaii- Maui College
 Annual Program Review, AY 2010-2011
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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 2,300 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.

ANALYSIS

I. Quantitative Indicators

Demand

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 2010	Spring 2011
Business Careers - 5	Business Careers - 3
Hawaiian Studies - 1	Hawaiian Studies - 1
Human Services - 4	Human Services - 4
Liberal Arts - 12	Liberal Arts - 11
MSW (Cohort) - 1	MSW(Cohort) - 1
Early Admit - 15	Early Admit - 14

4. Student Semester Hours and FTE Program Enrollment:

Fall 2010	Spring 2011
Enrollment: 38	Enrollment: 33
Semester Hours: 199	Semester Hours: 126
FTE: 16.58	FTE: 10.5*

5. Semester hours for non-program 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 2010	Spring 2011
LIVE Lecture: 2	LIVE Lecture: 3
Sky bridge/HITS: 14 (out of 17)	Sky bridge/HITS: 12 (out of 15)
Cable: 2 (out of 3)	Cable: 2 (out of 4)
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 students wanting to take dual credits through the Running Start Program.

Efficiency

Note: Eighty percent (80%) of class attendance is via UH 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:

Fall 2010	Spring 2011
LIVE class enrollment: 24	LIVE class enrollment: 57
Average LIVE class size: 12	Average LIVE class size: 19
Average ITV class size: 3.3	Average ITV class size: 1.8

11. Class fill rate – ITV delivery: 60%, Live Classes: 94%
12. FTE of BOR appointed program faculty
There is one full-time APT position to facilitate at UHMC-HEC
13. Student/faculty ratio – Not applicable
14. Number of majors per faculty – Not applicable
15. Program Budget Allocation
 - a. Staff: < \$50,000.
 - b. Supplies: \$ 800.
16. Cost per student semester hour: \$100/credit (\$97/credit + \$3 tech fee)

Fall 2010	Spring 2010
Total semester hours: 199	Total semester hours: 126
Cost per credit + \$3 tech fee: \$100/credit	Cost per credit + \$3 tech fee: \$100/credit
Estimated tuition revenue: \$19,900.	Estimated tuition revenue: \$12,600.
Average cost per student: \$ 524.	Average cost per student: \$ 382.

17. Number of classes that enroll less than ten students:
via ITV – Not applicable
LIVE classes: 1 (F'10- Math 82; enrollment 9)
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 – 2 (annual)
There was one student who received her HWST ASC Certificate and one student received an AA degree in Liberal Arts
21. Number of student transfer to four-year institution – 5
One student transferred to UH-Hilo; One to UHMC ABIT Program
- 22-28 Perkins – Not applicable
29. Determination of Program's health based on effectiveness – Healthy

II. Analysis of Program

- a. Which PLO is being assessed?
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.
- b. Describe the assessment tools or methods used to analyze the outcome:
Strength and weakness in terms of demand, efficiency, and effectiveness based on analysis data.
- c. Describe summative evidence: The overall analysis of the Program:
1. Hana Ed Center is efficient in being able to deliver the programs through means of distance service learning, technology and LIVE classes
 2. Hana Ed Center has been successful in meeting their graduation goal of two certificate/degrees over the past year
 3. Hana Ed Center is a receive site for UH Manoa MSW Cohort Program
 4. Hana Ed Center has scheduled academic counseling for UHMC students prior to the Fall semester, it has been a very positive experience for our students
 5. Hana Ed Center has participated in SkyPlan meetings to advocate for classes each semester to benefit degree seeking students
 6. The newly renovated classrooms have indeed, brought more residents from the community into the Center
 7. 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)

8. Hana Ed Center is able to offer proctoring for students who are taking UHMC classes and also classes from other UH campus'
9. Hana Ed Center offers the community the use of its computer lab, with the economy downfall, to assist with resumes and employment search
10. Hana Ed Center offered a 2 hour session on How to Use LauLima to students and instructor
11. 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 Corporation, Hana Cultural Center, Hana School and Kula Ike (a private home school)
12. 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 (John McKee) 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
13. Hana Ed Center shares the ALOHA Spirit to a diverse community of lifelong learners and degree seekers
14. 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 2010-2011, the student services offered were:

Type	Fall 2010	Spring 2011
Compass Testing	17	51
Computer Lab	281	410
Counseling	7	16
FAFSA	6	15
Proctor Test/Exams	68	68
Meetings	18	23
Network/Comm. Outreach	262	281
Registration	40	25
Tutoring*	16	17
Walk-in –UHMC	53	32

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

- d. Discuss result of assessment evidence
See ‘c’ above
- e. What have you discovered about student learning?
 - The learning environment is important (clean, safe, quiet)
 - Access to the internet and use of computers are important
 - Communication between student and instructor is important
 - Class attendance is important
 - Students are career driven and degree seekers
- f. Provide evidence that results of student learning have been discussed with Program Advisory Board
Not applicable
- g. Discuss the changes made in curriculum or pedagogy to improve student learning and the results of those changes
Hana Ed Center has been successful in offering more LIVE classes.
Running Start students are able to enroll in the LIVE classes because of ‘no prerequisites.’ Class size have steadily increased.
- h. List your programs strengths and weaknesses
Hana Ed Center’s Program overall health is Healthy. The Ed Center has become a positive incentive to High School students and community members. It is anticipated that our enrollment will continue to increase.

III. Action Plan

- a. Describe planned changes to improve learning
 - 1. Continue to work with current lecturers and potentials to develop new LIVE classes – This AY, HEC welcomed back a HWST lecturer
- b. Describe how your assessment supports your current program goals and/or influence future planning

For 2010-2011:

- 1. Continue efforts towards increased enrollment
 - a. Network, Community bulletin-boards, Businesses, community clubs and associations, post ad in Hanaside News a community quarterly paper and High School PCNC newsletter
- 2. Continue to work with High School counselors; re: Running Start Program, Ho’okui Program, Financial Aid workshop, Compass placements
- 3. Continue to offer Financial Aid assistance to students and/or potential students, i.e. FAFSA, private funding, scholarships, employer
- 4. Continue to track Hana Ed Center’s usage/services

5. Continue to survey current students, track and analyze data to insure that the Ed Center is aligned with their needs
6. Continue to offer a safe and friendly environment for students

IV. Resource Implications

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

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, pays a minimal monthly fee of \$200 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 staff to offer the students and community members a clean and safe learning environment she has provided the daily cleaning before and after hours.

Human – The current staffing of one FT APT and a part time Student Assistant (through the Federal Work Study Program) is insufficient. The part time Student Assistant is only available during the semesters. During the breaks in the semester, the Student Assistant is on break too. The class hours are extended to 10 p.m. on two days/week (since we have become a site for the UHM-MSW Program) and 9 p.m. on two days/week, the Student Assistant would cover the night classes. There is no staff available to cover Sick or Vacation during the semesters without one of the staff members working a 12.5 to 13.5 hour shift (we cannot and will not close the Ed Center because of its students). It is an ongoing challenge for the APT staff to be available to provide students' assistance, proctor tests, schedule compass, offer FAFSA, registration and UH Portal assistance and oversee the HEC alone during the day. APT staff does what it takes to get the job done. Ideally, HEC could use another FT person and the present part time Student Assistant. HEC's enrollment has increased and the need of each student has increased, however, staffing is very limited.

Financial – HEC present financial concerns are: Increase our supplies budget, present AY budget is \$800; the cost of toner cartridges for our two DELL printers will consume more than half of our budget. HEC also purchases cleaning supplies, office supplies and postage stamps with the same supply budget. And as noted above, increase in staffing.

DESCRIPTION

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.