

UHMC Lahaina Education Center

Annual Program Review 2011

Analysis

The UHMC Lahaina Education Center is a 2800 sq. ft. facility comprised of a lecture classroom, conference room, 12 station computer lab, reception/office area and an 800 sq ft HITS-dedicated classroom with state-of-the-art electronic technology. The Center receives approximately 15 HITS (closed circuit TV system) courses per semester. It has been in existence for six years.

I. Quantitative Indicators

Figure 1 Demand, Efficiency, Effectiveness Data

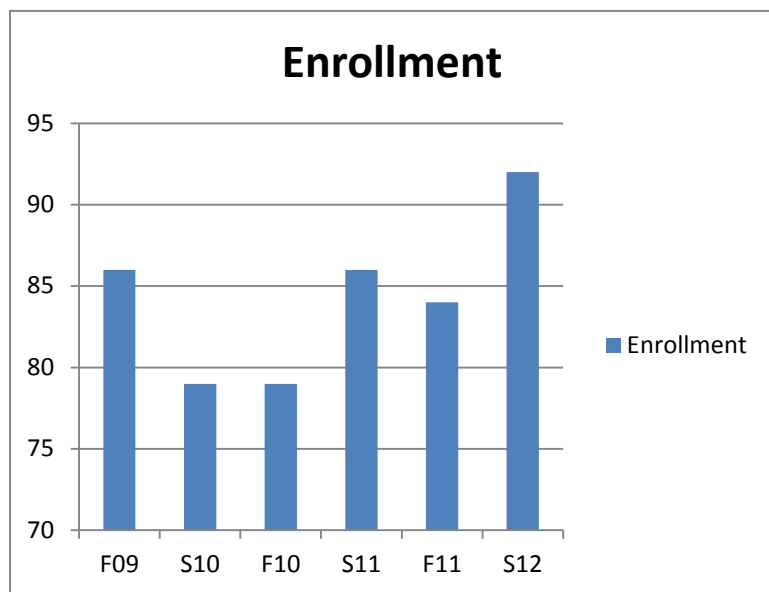
Demand Indicators	AY 09-10	AY 10-11	AY 11-12
Unduplicated Student			
Fall	86	79	84
Spring	79	86	92
Total # of Live Classes			
Fall	3	3	3
Spring	5	4	4
Total # of computer lab usages			
Fall	512	522	489
Spring	414	419	515
Total # of Compass Placement Tests administered			
Fall	83	46	101
Spring	43	72	86
Total # Tests (non-HITS or Live) Proctored			
Fall	17	36	82
Spring	21	31	76

Efficiency Indicators	AY 09-10	AY 10-11	AY 11-12
Average # of students per HITS class			
Fall	4.25	3.86	3.74
Spring	4.23	3.15	3.93
Fill Rate for Live Classes			
Fall	100%	86%	75%
Spring	67%	84%	62%
HITS:Live Student Ratio			
Fall	60:40	58:42	60:40
Spring	55:45	55:45	58:42

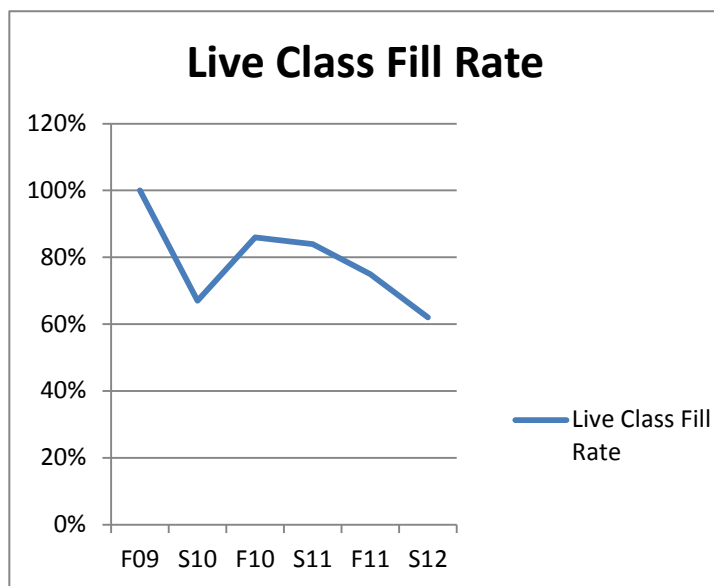
Effectiveness Indicators	AY 09-10	AY 10-11	AY 11-12
Completed w/C or better			
Fall	82%	77%	71%
Spring	78%	72%	74%
Persisted to next semester			
Fall	77%	72%	72%
Spring	87%	78%	77%
Degree or Certificate Awards (unduplicated) for AY	No data	No data	16

Figure 2 – LahEC Trends, based on compiled data

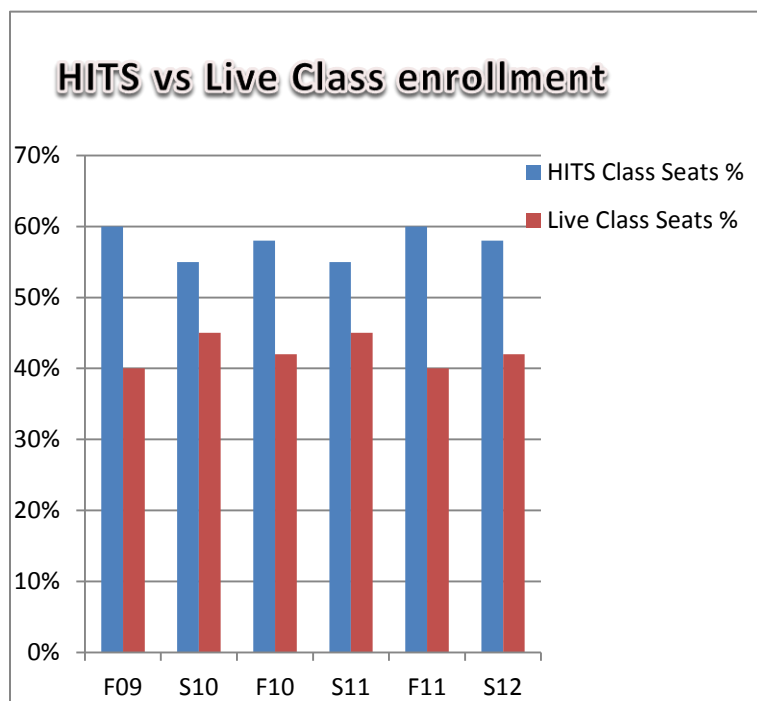
Lahaina Ed Center Trends



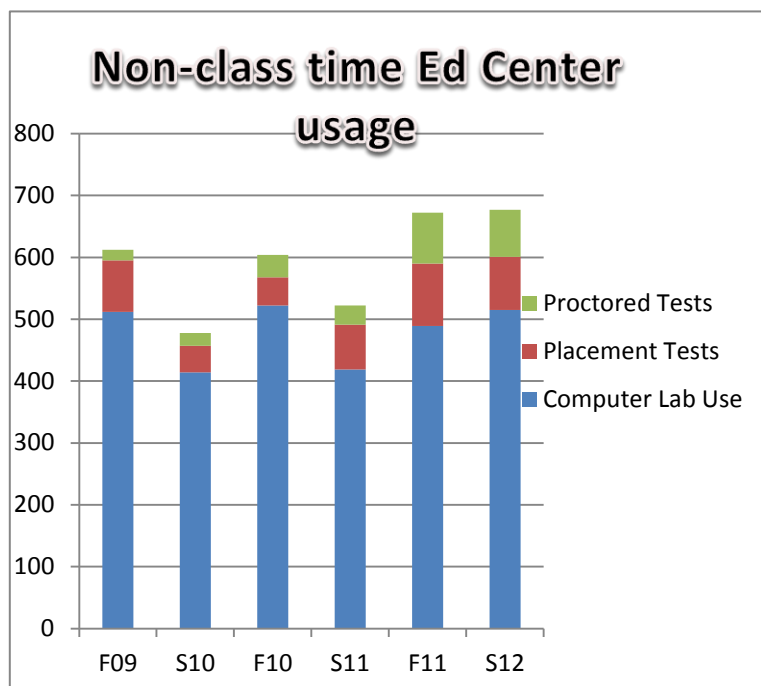
Enrollment continues to increase overall



However the fill rate for our live classes has shown a decline. This is addressed in analysis section.



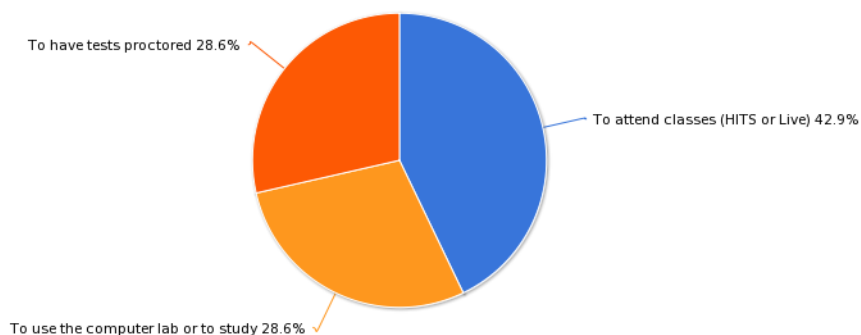
The HITS to Live Class enrollment mix has not significantly varied over time.



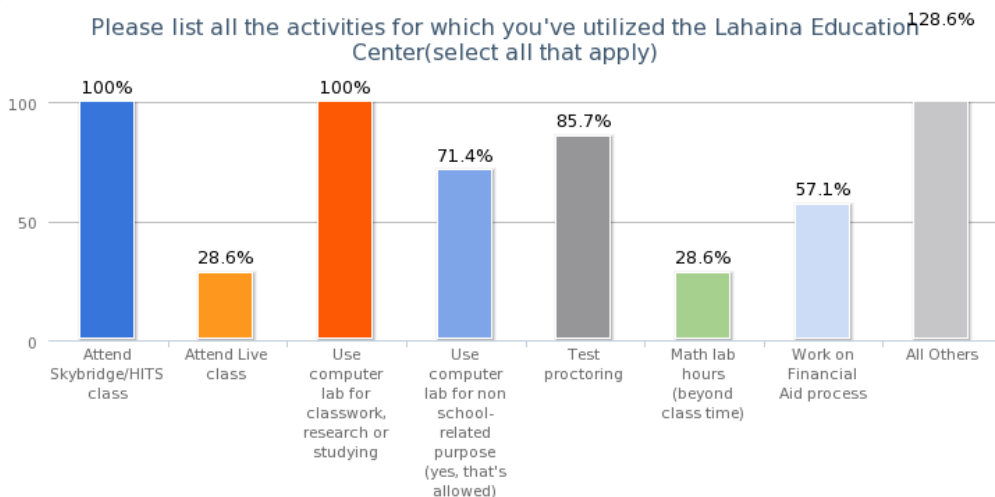
The biggest change in the 2011 – 2012 Academic Year has been the increased request for Online and Cable course proctoring, generally from UHMC students who are not otherwise enrolled at the Lahaina Ed Center.

Survey: Lahaina Ed Center Assessment 2012

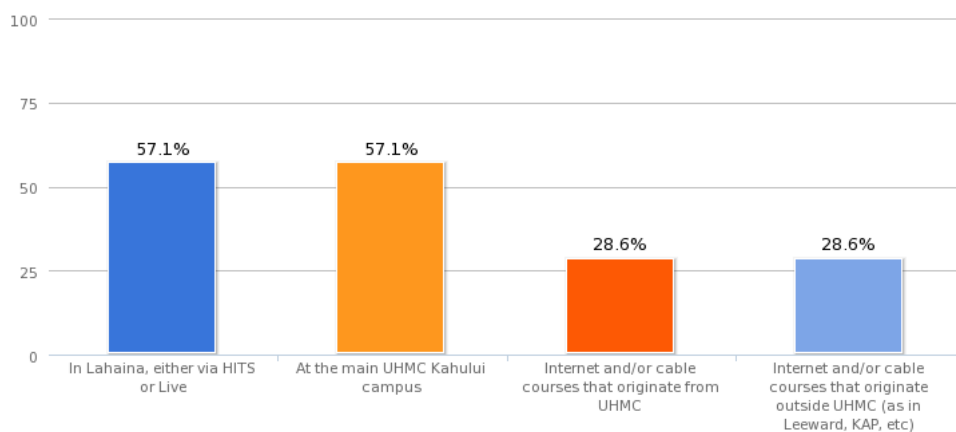
The main reason I utilize the Lahaina Education Center is:



Please list all the activities for which you've utilized the Lahaina Education Center (select all that apply)



I attend classes in the following way(s)



Comments regarding the facility:

Count	Response
1	Equipped and well maintained. Hard to find a "quiet room" to test or study. Expansion?
1	From Lahaina so just having them available is a great a asset for me to achieve my goals.
1	I think it's awesome. More computers in a quiet area for testing is needed ie placement testing.
1	computer lab to be open until 9pm
1	The facility is pretty good, good computers and stuff. The garden out back needs some major funding, it makes it look like UHMC really doesn't care about the need for gardening here on Maui but they want to seem as though they do.

Comments regarding the staff:

Count	Response
1	Each takes time, is are well informed, and professional.
1	Excellent staff always ready and willing to assist
1	Marti calms me down from crazy when I need it. Thank you. It means more than I can say.
1	very friendly
1	They always go above and beyond to help in any way that they can. They are truly an asset and a blessing.
1	The staff are really great. They helped me get registered in the very beginning and have helped all along the way too.

Comments regarding your academic experience at the Lahaina Ed Center:

Count	Response
1	Having a math tutor would be really helpful.
1	Inperson is better but saving on time and money is really good.
1	It's been nothing but a pleasure
1	the staff tries to accomodate you or point you in the right direction concerning any education goals.
1	Would appreciate more upper class offerings. Others have suggested summer math 82 and 100's would be well attended.
1	I like the classes. It's really convenient and the only way I could have taken a night class because the buses don't run that late and I live in Lahaina.

What do you think are the strengths of the Lahaina Ed Center?

Count	Response
1	Convenience Water Air conditioning
1	Location
1	The people, it's new, the atmosphere. It has a very good vibe.
1	The staff and the technology
1	The strengths are the staff, the location, and the capabilities.
1	facility size and location
1	very convenient and accessible.

In what ways would you like to see us improve the Lahaina Ed Center?
(Suggestions welcome)

Count	Response
1	A quiet rm for testing that you don't have people coming in and using the bathroom.
1	Just keep doing what you're doing.
1	More classes
1	Open on Saturdays.....
1	longer computer lab hours til 9pm
1	The garden section. It needs to be incorporated into classes and/or just really set up nice. maybe even as an outdoor area for kids to use laptops.
1	Expanded square footage and space available for quiet. Upper level distance class offerings from West Oahu and Manoa. Thank you

II. Analysis

In 2011, the four UHMC Outreach Coordinators chose a common Program Learning Outcome:

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 and beyond.

The Lahaina Education Center has approached this PLO by addressing five areas:

1. Academic success of Lahaina Ed Center students
2. Student Services
3. Testing/proctoring services
4. Relevance to the West Maui community
5. Alignment with Maui College and the UH System

The statistics in Figure 1 are based on Banner SFRSLST and student sign in sheet records. Figure 2 is our analysis of that data, and Figure 3 is the response to our annual student survey. In reviewing the data, we looked at three conditions:

Areas of growth- unduplicated enrollment, graduation numbers and demand for proctoring services

Areas of relative stability – persistence to the following semester, average # of seats utilized per HITS class and the ratio of HITS seats vs. live class seats.

Areas of decline – Live class fill rates, slight drop in completion with C or better.

This review will focus on the areas of growth as well as the areas of decline.

What We've Learned about Student Learning in an Outreach Center

During this past AY, there are two lessons that are particularly relevant:

Lesson	Explore Further	Obstacles	Solutions	Action Plan
Students who do not complete with C or better, tend to drop off completely, often early in the semester, rather than continuing to try.	<ul style="list-style-type: none">*Particularly true for Dev Math students* Sense of "overwhelm" can keep them from seeking help*Academic Advisors not "on site."	<ul style="list-style-type: none">*Tutor funding is available but only for student tutors."Volunteer" tutors are helping K-12*Some students here for wrong reason (i.e. to receive Fin Aid)*Limited contact w/instructor in DE setting contributes	<ul style="list-style-type: none">*Outreach staff keep communication open with both instructors and students*An Academic Advisor dedicated to Outreach*Expand Math Lab hours	<ul style="list-style-type: none">*Continue to dialog w/instrs, intervene early*check w/each student within 1st 2 wks of sem.*focus assistance on helping students help themselves in reg process, don't do it for them
It isn't class time that's a challenge to most of our students, it's the time needed for reading, assignments, researching and testing	<ul style="list-style-type: none">*Most students work and have families*They don't factor in how much time is really needed*Esp. true for WM students who attend in Kahului	<ul style="list-style-type: none">*Commute time compounds problem* Also needs quiet place, reliable computer, research tools*Hours of operation don't always work*Online test proctoring is more challenging.	<ul style="list-style-type: none">*WM residents are using LahEC for study/assignments*Encourage mtg w/Advisor rather than doing it on own*Expand computer lab hours to Saturdays	<ul style="list-style-type: none">*Seek rental opport. to secure funding to increase student helper hours, seek grant funding*Work w/campus DE group re: proctoring.

UHMC Lahaina Education Center Advisory Board

In 2010, the Lahaina Ed Center Advisory Board was restructured. A Chair, Vice-Chair and Secretary were elected and the Board voted to meet three times a year – during Spring and Fall semesters and in the summer. Since that time, the Board has been particularly active in guiding the Center staff, particularly relating to Lahainaluna High School and community outreach.

One member, a respected former DOE teacher, has arranged for an annual reception for all LHS counselors at the Lahaina Ed Center. This will help familiarize the counselors with what the Center offers, as well as strengthen the bond between the two institutions.

Another member has sponsored the LahEC Coordinator for the Lahaina Rotary. This will result in new networking opportunities and – hopefully – a phalanx of enthusiastic volunteers.

Lahaina Education Center Strengths

1. Personalized service – with less than 100 students, the Coordinator and Assistant Coordinator are able to know current students individually and are able to give singular attention to those wishing to enroll. This assertion is supported by Figure 3 survey.
2. Convenience – The LahEC is located on a quiet side street that it between Honoapiilani Hwy and Front Street, in the heart of Lahaina. It's less than 10 minutes from nearly any location in West Maui.
3. Over the six years in operation, the Center has experienced a steady, easy growth. This enables us to offer more courses while allowing us time to “grow into” each new phase with minimal impact.
4. The facility is relatively new (6 years old) and well-maintained. The staff and students respect the facility and the support from the main campus' O&M, computer services and media center staffs is strong.
5. Attending classes at the LahEC rather than the main campus saves a student nearly two hours of travel time and associated transportation costs. This also is a factor in the increased proctoring and computer lab demands from the West Maui residents who attend at the main campus.

Lahaina Education Center Weaknesses (Challenges)

1. An ongoing problem is that our students have limited access to Academic Advising. One visit per semester is not sufficient. UHMC needs an Academic Advisor that is dedicated to Outreach – perhaps two sites could share an advisor.
2. For all its convenience, many students prefer a face-to-face class rather than one delivered remotely. The West Maui population can, thus far, only support two or three “live” classes each semester. This is also a contributing factor to the live class attendance drop off noted in the Figure 2 analysis. After two or three semesters, a specific course reaches the critical mass of students who need it.
3. Developmental Math is a concern for the college at large and particularly for Outreach is these ways: 1) Although there is funding for a math tutor, it must be a student tutor and we have not been able to identify a candidate, and 2) we do not have the staffing to offer an open Math Lab every day.
4. We are beginning to outgrow our physical space. As evidenced by the survey comments, our students are looking for additional room to study, test, etc. Additionally, the site is beginning to age – the equipment, the facility, the furniture, etc.

III. Action Plan

Based on the data and supporting evidence contained herein, these are the changes we are planning to make within the 2012 – 2013 academic year:

1. Expand computer lab hours to include four hours on Saturday. In order to do this, we must secure additional funding for our student assistant. We are looking at two ideas – by actively attempting to rent meeting room space in accordance with UH’s rental policies, and by applying for a Developmental Ed grant.
2. Replace Oceanography 201, the popular live course for which attendance has been declining, with another full semester credit course that will appeal to both registered students and community “lifelong learners.”
3. Replace aging computers. We will apply to the UHMC Tech Committee for assistance with this project.
4. Endeavor to increase the value of the Distance Ed course experience. Some examples of how we might accomplish this:
 - Participation in the newly formed Distance Ed Committee, which includes Media Center Personnel, Outreach Coordinators, Counselors and Main Campus Faculty
 - The Coordinator is participating in system-wide “Real World Academy” and will use this to re-innovate her own Organizational Behavior course, which she’s moving from Cable TV to internet based, for Spring 2013, and use as a model for others.
 - Participation in UHMC’s ITC (Inspired Teaching Committee) venue, and bringing the issue of teaching via DE to it.

These efforts will more closely mirror the main campus experience for our West Maui students, which aligns with our shared PLO. Additionally, the success in these areas are foundational in nature, and will create a base for our next growth phase, regardless of which area we focus on at that time. At the six year mark, we are still learning how we can best serve the community.

IV. Resource Implications

Implementing the four goals described above will involve the following resources:

Goal	Non-financial	Financial
Increase operation to include 4 hours on Saturday	Would staff with a Student Assistant. If we offer proctoring, would involve asking TLC to offer proctor training to SA	\$1358.00 – for Fall/Spring semesters
Replace OCN 201 with new live class offering	Finding lecturer or instructor willing to teach at the LahEC, working with Dept Head for authorization, completion	\$4000 – for lecturer Note: this is not an additional cost, as we will no longer be offering OCN
Replace aging computers	Request from UHMC Tech Committee	\$16,000 – computers \$ 700 – laser printers
Increase value of Distance Ed Program	Time Investment on the part of all concerned	\$700 – digital camcorder, ext. mic for LahEC \$100 other materials Note: RWA grant pays Coordinator's travel expense

Total additional fiscal resource needs: \$18858 (not counting lecturer cost)

UHMC Lahaina Education Center Mission Statement

The Lahaina Ed Center is a vital component of Maui College that empowers residents of West Maui to achieve their dreams through degree programs, workforce development and lifelong - learning. Mana'olana (hope) is the pono value which illuminates our mission.

This mission statement was developed by LahEC staff and students in 2010, and accepted by the LahEC Advisory Board in 2011.