

**UNIVERSITY OF HAWAII MAUI COLLEGE
ANNUAL PROGRAM REVIEW 2011-2012
LANA'I EDUCATION CENTER**

Compiled by Pamela Alconcel, Program Coordinator

Mission and Vision of the Program – Lana'i Education Center

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.

During a meeting of the outreach centers, the above statement was created as a cohesive statement to show the connection between outreach and the main campus.

1. Lana'i Education Center (LEC) is an integral part of UH Maui College (UHMC). It contributes to the mission of UHMC by providing affordable, high quality credit and non-credit educational opportunities to the diverse Lana'i community.

The LEC will carry out the goals of the UHMC plan by meeting the diversified and changing needs of the college and the community; expanding and providing student support services that increase student retention and success; utilizing technology to enhance student learning and resource accessibility; and identifying curriculum to improve student learning. The LEC will also partner with the UH system and community resources to support workforce development. Students will have access to lifelong, formal and informal educational options.

2. Student Learning Outcomes of the program

About 90% of course instruction is distance education courses from Maui main campus and sometimes UH Manoa. LEC utilizes COMPASS placement testing to assess students Math and English skills. This test helps to enhance learning levels and retention.

It is expected that students will:

1. Practice and Demonstrate written and oral communication skills.
2. Develop critical thinking.
3. Achieve a C or better average.
4. Be engage and be competent in understanding and in utilizing technology; ITV, Laulima, Internet and Cable.
5. Attend semesters consecutively Fall to Spring.
6. Achieve degree/certificate to gain work goal.

Part I. Quantitative Indicators for Program Review:

Indicators are data provided by LEC, and knowledge of island needs. For the purpose of tracking full-time (FTE) equivalence, tracking of all credits for Lanai students are done.

Demand

Occupational Demand

There is an island demand for business, technical, health, and sustainable technology careers; the challenge for the LEC is lack of instructors, financial constraints, and work time constraints for students to take classes. Majority of the students that are taking courses through LEC are either on the Liberal Arts, Business Career, or Early Childhood track. The following data is a reflection of the programs, degrees/certificates, and interest of the students from Fall 2011 and Spring 2012.

1. Number of Majors

Fall 2011		Spring 2012	
ACC	1	ACC	2
AJ	0	AJ	1
BUSCA	1	BUSCA	1
ENGY	1	ENGY	1
ECED	2	ECED	2
HWST	1	HWST	1
LBRT	20	LBRT	16
Early Admit	7	Early Admit	1

2. Student Semester Hours and FTE Program Enrollment

Fall 2011		Spring 2012	
Enrollment	33	Enrollment	25
Semester Hrs	205	Semester Hrs	170
FTE	13.6	FTE	6.8

Enrollment						
Outreach Center	Fall 10	Fall 11	% Change	Spring 11	Spring 12	% Change
Lana'i	42	33	-21%	30	25	-16%

Decline in enrollment from Fall 2010 to Fall 2011 was due to 9 students taking a Certified Nursing Class in Fall 2010. They received their certificates and did not return for Fall 2011. And 1 student received an Associate Degree and transferred to the mainland.

3. Number of Classes Offered/Taken

Fall 2011	Offered	Taken	Spring 2012	Offered	Taken
ITV	15	11	ITV	15	11
Cable	3	2	Cable	4	3
Internet	28	15	Internet	29	17
Live	0	0	Live	1	1

4. Determination of Program's Health based on demand:

In looking at the outcomes, for LEC, distance education is very much needed in this rural area. Enrollment has been relatively stable and consistent and so has student hours and FTE. Programs that have been Healthy are Liberal Arts and Business. The enrollment is consistent due also to high school students wanting to take dual credits and entering the Running Start Program. There is a demand for more technology, vocational and also remedial programs but unfortunately at this time there is a lack of instructors.

Efficiency

More than 90% of the class is delivered distance from Maui main campus. Attendance varies depending on the delivery of courses.

5. Average class size – ITV delivery from Maui usually 1-7. Live classes 8-12.

6. Class fill rate – ITV classes 75%. Live classes 80%.

7. Program Staff:

There is 1 full-time Faculty to facilitate at LEC and 1 emergency hire Office Assistant. In Spring, 2012 the full-time permanent office assistance position became an emergency hire due to the employee moved off island. LEC shares a .5 FTE counselor with Molokai Education Center. This has been positive for the students, making it possible for them to receive academic advising, registration and degree information in a timely manner.

8. Program Budget Allocation

a. Staff: <\$100,000

b. Supplies: \$800.00

Effectiveness

9. Persistence and Retention of majors from Fall 2011 to Spring 2012

Persistence of major's fall to spring: In the Fall students seem to have more energy in taking classes and retention is greater. During the spring it usually is just a continuation of regular students that have already been working on their degree.

Retention Data (Unduplicated)					
Fall 11 Start	Fall 11 End	% Retained	Spring 12 Start	Spring 12 End	% Retained
33	31	94%	25	24	96%
Persistence Data (Unduplicated)					
Fall 11	Spring 12	% Persist.			
33	16	49%			

10. Number of certificates and degrees earned

Number of degrees and certificates earned on an annual basis; LEC graduates at least one student per year. This annual year 2011-2012 the following degrees and certificates were awarded:

Associate in Liberal Arts – 1

Certificate of Completion, Early Childhood Education – 1

Certificate of Competency , Marketing – 1

Certificate of Competence, Entrepreneurship - 1

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. LEC is efficient in being able to deliver the programs through means of distance service learning and technology. It has been a challenge to find qualified instructors that meet the MQs, and it is also a challenge to get at least 10 students per class.
2. The strength of the program is that the students are aware of the struggle it is to finish their degree in a timely manner, but it is due mostly to the student's individual home, work schedules and the economy.
3. The number of students taking internet classes has increased. Students are getting more independent and comfortable navigating the internet.
4. With the economy downfall, LEC is able to offer proctoring for students who are taking UH Maui classes and also classes from other universities. LEC offers the community the use of the computer lab and xerox service.
5. Staff offers assistance in job search, job skills, and career assessments.
6. Computer lab served over 1000 people; students and community members. Computer lab helps organizations such as Upward Bound and Headstart hold training meetings.
7. LEC is also able to provide Bachelor and Master programs through the University Center in Maui. Currently 1 student is in the Master in Education Technology Program.
8. There is an advisory board consisting of community member to direct the LEC programs and RDP grants.

9. There is a partnership with Lanai High School (LHS). LEC offered high school students the opportunity to do dual credits.
10. LEC staff assists with the planning and execution of the College and Career Days.
11. Support from main campus provides support services and maintenance services to LEC.

Significant Program Actions

11. When scheduling classes, the student's work/home/economic situations need to be considered in order to meet the student needs. Although there are new community members, recruitment for new lectures is still a struggle. Prior year action plan was to:

- a. Continue working with LHS to offer dual credits. There were 8 students that took advantage of that opportunity.
- b. Work with Castle and Cooke and Four Seasons to offer classes that would help employees with employment retention.

Part III. Action Plan Results for 2011-2012:

1. Active Recruitment:

- a. Use local paper Lanai Today, community bulletin boards, faxing, Facebook and email service to recruit lecturers.

Result: Recruited one teacher to teach Math 82 in Spring 2012.

- b. Continue working with LHS to recruit early admits. Sent notice to parents.

Result: Early admit Fall 2011-7 high school students and Spring 2012-1 high school student. 4 Students went to UH Manoa, 2 to UH Maui College and 2 to Kapiolani .

- c. Recruit at College Day.

Result: 3 Students attended UH Maui College and 3 attended LEC.

2. Community Needs:

- a. Meet quarterly with advisory board to meet community needs.

Result: Meet with advisory board quarterly and was able to address some of their needs such as:

1. Wind Farm: Invited Castle and Cooke to meetings to clarify wind farm project, and employment needs. It is still an ongoing conversation.

2. Programs for the community to assist in employment, retention and job readiness: The following programs were done.

PV System Installer Project – 13 participants. Out of the 13, 9 took the certified exam and passed.

Introduction to Sustainable Construction Project- 9 participants completed the 5 day training.

3. LEC Equipment Upgrade. Upgrade equipment received are computer tables, Smart Board, file cabinets, MacPro computer and projector. There are still other equipment not yet received such as, chairs, copier, printer,

and av cart.

b. Community survey for educational needs.

Result: Survey was conducted. Appendix A shows survey results.
We have been able to provide some of the classes requested.

3. Tracking Services:

a. LEC computer usage, testing, and other services.

Result: Through implementing a monthly tracking log and activity report we are better able to note the numbers of users in the building and the type of services that we do. The chart in the Appendix B shows just some of the services that we have provided.

4. Self-sustainability:

a. Developed fees for services: Xeroxing and rental of computer lab to outside agencies.

Result: We continue to charge a fee for Xeroxing and have increased the cost to cover supplies.

5. Build course offering, credit and non-credit.

Result: Continue to work with UHMC through ePlan to offer more courses.

6. Continue partnership with Lanai High on College and Career Day.

Result: College Day were held in September 2011 and Career Day in December, 2011 with over 200 participants and 50 presenters at each event.

Co-sponsored a Scholarship and FAFSA Workshop in January, 2012, with 50 participants and 3 presenters.

These events were possible due to a grant that I wrote for the LHS to Office of Hawaiian Affairs (OHA) and to the Native Hawaiian Education Association.

7. Work with UHMC main campus and UH Center, Maui to introduce programs that are available.

Result: College and Career, 2011 event we had 15 instructors and program coordinators from UHMC participate.

Part IV. Resource Implications

LEC continues to need the assistance of the main campus and the UH System to provide educational and financial support to the students. The community businesses and LHS is a major resource for the success of the program.

Physical - Although the lease with Castle and Cooke is low, there is still a need for general maintenance/custodian services in and outside the building. There is no staff to do daily or weekly maintenance, especially on moving heavy items. This is an on-going issue that needs to be address by all.

Human – Although there is 1 full-time staff, and 1 emergency hire, when one is on vacation or ill, that leaves the other staff member to work 12 hour shifts 8am-9pm, 4 days a week during class sessions.

Financial – Although RDP has supported LEC in equipment, center needs to look at ways for sustainability.

Part V. Goals for LEC 2011-2012 (were they accomplished why and why not)

1. To continue building capacity and providing quality service to the students at UHMC and the Lana'i Community.
Result: YES: LEC has continued to offer quality service to the students even through staffing problems. LEC is the only higher education service on island and recognizes the needs of the students.
2. Upgrade ITV equipment for better clarity and technical assistance.
Result: YES: UH Manoa and UHMC was able to upgrade the HITS system with high quality TV monitors and sound system.
3. Offer COMPASS testing prep classes.
Result: NO: Unable to secure qualified instructors. But LEC was able to provide on-line tutorial web sites.
4. Offer mini-workshops on job prep, resume writing, study skills, test taking, writing personal statement, etc.
Result: YES: Through the HITS system and TLC, we were able to offer study skills and test taking workshops.
5. Expand personal to .5 maintenance position.
Result: NO: Main campus does not see the need to hire one.
6. Be transparent and visible in the community. Do update articles about UHMC and LEC for local newspaper.
Result: YES: see Appendix C. But more still needs to be done.

Part VI. Goals for LEC 2012-2013

LEC needs to concentrate on the following to better its services to the students and the community:

1. What do we LEC want to see happen in the upcoming years?
2. What does the students and community want from LEC?
3. What is the importance of LEC and UHMC?

Will work closer with the advisor board to identify, address, and accomplish those needs.

Appendix A

UH Maui College/Lana'i Education Center (LEC) and Rural Development Project (RDP) Survey Turkey Day, 2011

COMMUNITY SURVEY SUMMARY

Maui College/Lanai Education Center and Rural Development Project Survey

November 19, 2011

TOTAL SURVEYED: 48

Will additional training advance your employment goals?

Yes 38 No 6 No answer given 6

Field of Interest/Job Skills or Desired Training

<i>Field</i>	<i>#</i>	<i>Field</i>	<i>#</i>
Nursing	6	*Math and Science	1
*Basic Computers/Computer Skills	5	Distribution Water Operator	1
*Accounting	3	Information Technology	1
*Business Management	3	Community Service	1
*Biology	2	Honesty	1
Creative	2	Human Services	1
Culinary	2	Organization	1
*Nutrition	2	Photoshop	1
Web Design	2	Teaching	1
Archeology	1	Technology	1
*Child Development	1	TV Production	1
*Communication Skills	1	Working with Families	1
Everything	1	No answer given	24

***These field courses were
offered through UHMC/LEC
on HITS and internet.**

Would you participate in audio/video courses broadcasts from Maui?

Yes 20 No 2
No answer given 28

Desired Course Offering

Plumbing	5	Basic Spoken English	7
Carpentry	13	Basic Writing	7
Masonry	3	Auto Mechanics	11
Landscaping	5	<i>Recommendations</i>	
Eco-tourism	5	Creative Writing	1
**Starting a Business	10	Electrical	1
Auto Mechanics	11	Web Design	1
Clerical	7	Photoshop	1
Computer Skills	24	Hawaiian Language/Arts	3
Health Care	15	<i>No answer given</i>	6
Basic Math	12		

****In partnership with Maui Economic Board, an advisor comes every week to assist students.**

Do you have a computer and access to high speed internet?

Yes	34	No	9
		No answer given	6

LEC Service Awareness

Very	11	No	8
Somewhat	22	No answer given	7

Like to learn more about LEC?

Yes	37	No	2
		No answer given	9

LEC Facilities adequate?

Yes	25	No	6
		No answer given	15
		Don't Know	2

**Reasons listed were building size, number of rooms, a lack of teachers in-person, internet connection speed, and a lack of assistance.*

How important is LEC to community?

Very	20	Not at all	1
Neutral	3	No answer given	18
Somewhat	6		

Appendix B

	Fall 2011 (July-Dec)	Spring 2012 (Jan.-June)
Computer Lab	712	703
Compass Testing	19	39
Academic Counseling	25	52
Financial Aid Assistance	41	47
Admissions/Registration	77	73
Proctoring	32	33

The tracking on these services that were offered to the public and to the students is numbers that we were able to log on the tracking forms. I know that LEC has done more, but with people coming in and out, and the services that we provide, sometimes we were not able to log-it all in.

Appendix C

SEPTEMBER 15, 2011 • LANAI TODAY • PAGE 13

Saints o All

nd prepare fresh fish.
ty helps us to strengthen our
/ spiritually by giving us
vice and teaching opportu-
message they share.
andez and Signe Vivas are
Sisters who make home
ould like to learn more
of Society, or to join them
ly enrichment evening,
ges and religions are wel-
Sister Mamo at 649-0061
at 565-8118.



Sustainable training project successfully completed

Contributed by Ken Mailo, Lanai Rural Development Project

The "Introduction to Sustainable Construction Training Project" was 100% funded by the U.S. Department of Labor through the Lanai Rural Development Project and in partnership with the University of Hawaii Maui College Sustainable Living Institute of Maui (SLIM) for the delivery of the training. The five-day, 40 hour course was held at the UHMC Lanai Education Center's Sky-bridge Room from Tuesday, August 9, to Saturday, August 13, 2011.

The purpose of the training was to provide residents of Lanai with a basic understanding of Sustainable Construction Practices consistent with Leadership in Energy and Environmental Design (LEED), that can be used for future new and retro construction projects on Lanai. The nine participants who attended and completed the training (receiving Certificates) were Benjamin Kaaikala Jr., Bryce Kaaikala, Chris Fiedler, Cyril Uboldi, Dedrie Ropa, Henriette Aki, Joshua Ostrander, Randon Sanches, and Ricky Sanches Sr.

John Bendon, instructor, commented, "We had a very successful course on Lanai. The class focused on the key green building components of energy efficiency, water efficiency, indoor air quality, sustainable sites, and material use. We were able to visit sites like La Ola Solar Farm and Manele Bay Co-Generation Facility, along with some private residences, to add a hands-on component to the class. We wrapped our class up with an exam preparation course for the US Green Building



L to R: Dedrie Kalei Ropa, Randon Sanches, Henriette Aki, Chris Fiedler (with cap), Ricky Sanches Sr., Benjamin Kaaikala Jr., John Bendon (instructor), Joshua Ostrander (kneeling), Cyril Uboldi, Chris Lovvorn (C&C), and Bryce Kaaikala.

Council LEED accreditation so that the participants can demonstrate their knowledge through an internationally recognized designation. The hospitality of the people on Lanai was amazing and I enjoyed sharing the information I have gained in the field with all the participants. I hope to be involved with future programs in this field over there."

This training would not have been successful without the support of the following individuals: Pam Alconcel and Brandy Baltazar-Isamo of UHMC Lanai Education Center, Jennifer Chirico and Sarah Mumma of UHMC Sustainable Living Institute of Maui (SLIM), Chris Lovvorn of Castle & Cooke Resorts LLC, Cyril Uboldi of Four Seasons Resort at Manele Bay, John Bendon of Green Building LLC, Patty Stemmler, and finally Barry Gay and Dan Regan, along with their staff from the Maui Statewide RDP Office. For more information, you can contact Ken Mailo at 565-8089 or email at ken@hawaiiirdp.org.