

Maui Community College
Lahaina Education Center
Annual Program Review – Academic Year 2007 – 2008
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Introduction

The Lahaina Education Center is the newest satellite campus within Maui Community College. Opened in 2006, the Lahaina Ed Center offers a variety of educational options for residents of Maui's west side.

Maui Community College Mission:

Maui Community College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

Maui Community College Vision:

We envision 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. The College 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.

Mission and Vision of the Lahaina Education Center:

Maui Community College Lahaina Education Center, known as "MCC Lahaina," is the outreach center for Maui Community College in West Maui. MCC Lahaina provides affordable, high quality credit and non-credit education to the diverse West Maui community. These opportunities for higher education have historically been unavailable to a majority of the population due to full employment or the transportation challenges that isolate West Maui from the rest of the island.

MCC Lahaina will strive to meet current and emerging education and training needs for West Maui through innovative, high-quality programs. The Center 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.

Expected Student Outcomes:

The Lahaina Ed Center students are often attending a combination of Lahaina and main campus classes. The Student Outcomes refers to their overall students experience. Expected outcomes:

1. Each Lahaina Ed Center student will identify their academic goals or major by their third semester
2. Each Lahaina Ed Center student will not miss more than two semesters before attaining their goal
3. At least 75% of Lahaina Ed Center students will achieve a C or better average
4. At least 75% of Lahaina Ed Center students will continue from Fall to Spring

Note: If students at the Lahaina Education Center achieve these outcomes, it will serve as an indication of SLO achievement set for each individual course, as described within the respective academic program reviews.

Part 1. Quantitative Indicators for Program Review

Demand

Note: Many Lahaina Ed Center students attend classes both at the Lahaina Ed Center and the main Kahului campus. For the purpose of this assessment, only the classes attended at the Lahaina Ed Center are tracked.

1. New/replacement positions, State - not applicable
2. New/replacement positions, County – not applicable
3. Number of majors:

Current A/Y	Previous A/Y
Liberal Arts – 38	Liberal Arts – 44
Hospitality & Tourism – 2	Hospitality & Tourism – 1
Accounting - 2	Accounting – 3
Business Careers – 2	Business Careers – 6
Nursing – 2	Nursing – 0
Food Service – 2	Food Service – 1
Hawaiian Studies – 1	Hawaiian Studies – 0
Automotive – 1	Automotive – 0
ECET – 1	ECET – 2
Early Admit - 9	Early Admit - 2
Unclassified – 2	Drafting – 2
	Dental Assisting – 1
	Business Technology - 2
	Agriculture – 1
	Fashion Tech - 1
	Unclassified - 9

4. Student semester hours for program majors:

Current A/Y	Previous A/Y
Semester Hours 219	Semester Hours not available
FTE 4.6	FTE not available

5. Student semester hours for non-program majors in all program classes – 24
6. Student semester hours for all program classes (see #4 – Outreach is not separated)
7. FTE program enrollment (see chart in #4)
8. Number of classes taught: 4 (live)
9. Determination of program's health based on demand - **Healthy**

Efficiency

Note: More than 70% of class attendance is via Maui Community College's HITS program, which is a closed circuit television system that is broadcast system-wide. Therefore "attendance" as defined in this section, is in relation to only the live courses taught at the Lahaina Ed Center.

- 10. Average class size – 11
(previous AY – 80)
- 11. Class fill rate – 55%
(previous AY – 42%)
- 12. FTE of BOR appointed program faculty – 1.0
(previous AY – 0)
- 13. Student/faculty ration – not applicable
- 14. Number of Majors per FTE faculty – not applicable
- 15. Program Budget Allocation
 - a. Staffing: <\$100,000
 - b. Supplies: \$ 2,500
- 16. Cost per student semester hour – not applicable
- 17. Number of classes that enroll less than ten students – 1 (early admit program)
- 18. Determination of program's health based on Efficiency – Healthy**

Effectiveness

- 19. Persistence of majors from fall to spring – 15%
- 20. Number of degrees and certificates earned – not applicable, as the Lahaina Ed Center is only in its second full AY of credit course operation
- 21. Number of students trrsnferred to four year institution – not applicable
- 22. – 28. Not applicable
- 29. Determination of program's health based on effectiveness – Healthy
(see Part II, *Analysis of Program*)

Part II. Analysis of the Program

As previously noted, the 2007 – 2008 Academic Year was the second full AY for the Lahaina Education Center. Three significant events affected the Center this year.

First, the original Coordinator who put such energy and talent into opening the Lahaina Ed Center resigned to pursue another field. In order to further develop the academic degree base, her position (APT) was not replaced. Instead, a Coordinator/Instructor was transferred to the Lahaina campus. Having a faculty member on staff full time will increase the Center's ability to produce live lecture courses.

Second, economics in general, and oil prices specifically, has caused a huge shift in the priorities of West Maui residents. Lay offs, reduction in wages and soaring gas prices has made daily trips to Central Maui impractical. The first, immediate change experienced by the Lahaina Ed Center was a greatly increased utilization of the Center for services such as placement testing, use of the computer lab, meeting with various counselors, test proctoring and more. The increase was due to West Maui residents who attend classes in Kahului, but have begun to use the LahEC to save a 45 mile round trip to Central Maui. Therefore number of UH system student utilizing the Center far exceeds the number enrolled in actual classes attended on site.

Thirdly, the founding of the Lahaina Education Center was made possible by a generous grant and from the Rural Development Project. Not only did RDP fund the renovation of the physical plant, but also purchased fixtures, equipment and supplies for the Center. However the partnership extended only through June of 2008.

These three factors are key elements in how the Lahaina Education Center will adapt and fine-tune its goals for the coming AY.

Strengths

1. State of the art technology

The Lahaina Education Center has been outfitted with new computers, video conferencing capabilities and other state-of-the-art communication tools. This will help the Center to transition into newer internet based and other distance-oriented methods of instruction. Students are currently utilizing not only the closed circuit HITS system, but also video streaming and videoconferencing – for their MCC classes as well as University Center programs, such as the Neighbor Island MBA program. Additionally, this enables the Center to rent space to community groups when classes are not in session. This in turn contributes to fiscal sustainability.

2. Strong and active Advisory Committee

The Lahaina Advisory Committee consists of various community leaders – in education, business, health care and other components important to West Maui. The committee meets quarterly with key administrative leaders of MCC to help guide the Ed Center via feedback, suggestions and more. During the current AY, they have assisted the new

Coordinator in connecting to the West Maui community as well as assisting in ‘getting the word out’ about the new campus.

3. Relationship with Lahainaluna High School

One of the highlights of the 2007-2008 AY has been developing the relationship with various departments within Lahainaluna High School. Having been a founding member of the Advisory Committee, the Principal of LHS encourages this collaboration among the two schools. The Assistant Coordinator has developed a program for orienting HS seniors to the college campus, administers placement tests on a regular basis, and has developed a one-to-one rapport with many students. During Fall 08, the Coordinator taught LS 105C (Applying for a Job) to Early Admit students and has developed communication tracks with several LHS counselors as well as the Parent Community Network facilitator. Additionally, the LahEC Coordinator, LHS Principal and Lahaina Intermediate School Principal are all members of the HI-Pass program – developed to better prepare Maui County students for the college experience.

4. Inter-relational aspect of Academic Credit Program and Continuing Education, non-credit programs

Although the attendance in Continuing Education has lessened in recent semesters, the OCET classes are still an important facet of the Lahaina Education Center. One particular advantage is the carry over from the OCET classes to the academic offerings. There has been instances of one family member participating in an OCET class and therefore learning about the credit program, which in turns piques the interest of other family members. This trend will be examined, and efforts will be made to build upon it, in future semesters.

5. Greater emphasis on faculty presence

Several faculty members and counselors who operate from the main campus live on Maui’s West Side. During this AY, efforts have been made to capitalize on this connection. Two faculty members now offer regular ‘office hours’ to West Side students, and two counselors do so as well. Additionally, for SP 09, two ‘live” lecture classes be offered by the West Side instructors, on the LahEC campus.

6. Support from main (Kahului) campus

A key element of the Center’s growth and ongoing success is the support it receives from the main MCC campus. This is particularly true from all aspects of administration and secretarial support, from Academic Advising, from Operation and Maintenance, from Computing Services, upper division support and especially from the Media Center.

7. Positive aspect of “new center”

Not only does a new center have state of the art equipment as noted above, but it has a “newness” – physical plant, programs, staffing, and more. At this time, the Lahaina Ed Center is utilizing the community’s curiosity to invite them in to get to know the facility. This is a positive PR tool.

Challenges

1. Low persistence

At first glance, the persistence from Spring 2008 to Fall 2008 appears alarmingly low. Upon research, however, the facts show something different. Of the 85% of students who did not return to the Lahaina Ed Center during Fall 2008, over 75% of them did register at either the Kahului campus or other campus within the UH system. An interview sampling revealed that students were pleased with their LahEC experience and were simply at the point of needing classes within their area of specialization. Due to the short length of time the LahEC has been in existence, the persistence data is not judged to be unhealthy. It is an unprecedented situation; there has never been a campus this size as geographically close to the main campus. As the trends evolve, we will collectively determine to what degree the role of the LahEC will be a transitional campus or an end in itself. Due to changing economy, the community will determine the role.

2. Proximity to main campus

As noted in item #1 above, the proximity of the the LahEC to the main campus is unprecedented. Our goal is not to dilute the established pool of student registrants, but to add more who would not be able to attend otherwise. Informal surveying shows that students who are attending LahEC because “it’s more convenient” vs. students who would not be attending otherwise is about 50% to 50%. This will continue to be monitored.

3. Location

Although the location of the Lahaina Ed Center is extremely convenient (located only one block from the Honoapiilani Highway and two blocks from Front Street), it is a street which is not generally traveled and cannot be accessed directly from westbound traffic on Honoapiilani. Therefore even lifelong residents are unsure of its location. This is a challenge and is being addressed by offering either a map or very simple instructions on all printed material, newspaper articles, schedules, the website and other media.

4. Staffing

The Lahaina Ed Center is staffed by one full-time instructor/coordinator and one .75 Assistant Coordinator/APT. However the hours of operation are between 60 – 65 hours a week. This creates very little overlap between the staff members, and prevents the Coordinator from participating in community outreach. One effort to solve this dilemma has been to, during the summer months, rent room space to create operational income. A second effort is to work with the Financial Aid department to identify and possibly hire a student aid that would be funded through the federal work opportunity program.

5. OCET attendance

The saturation point – number of residents interested in a specific offering) of OCET class attendees is lower than expected. Therefore even highly popular Continuing Ed classes are usually not sufficiently registered for more than one or two offerings. The LahEC is working closely with OCET to determine how to renew interest in the Continuing Ed programs.

6. No longer RDP funded

As noted previously, the LahEC is no longer under the financial umbrella of the Rural Development Project. During the previous AY, a Lahaina Foundation was established and funds were acquired to begin a library program. This foundation, along with prudent planning, will be the directive, financially, over the coming AY.

7. Negative aspect of “new center

Since there is no bank of data for the Lahaina Ed Center, we are unsure of how to best serve the community. The heavy usage of the Center for non-classroom attendance (as noted in paragraph three of Part II) is one example. We will continue to track data, and share it with the MCC community as well as the Lahaina Advisory Committee.

Additionally, since knowledge of the Center is not yet committed to habitual memory by the community, ongoing Public Relations efforts must be strong and continual. In addition to venues such as the Lahaina News – which publishes articles at no cost, efforts are also being made via groups and community segments. For example, during the 2008 AY, the LahEC hosted job fairs for employers, served as a meeting place for the State Workforce Development Division, and recently participated in the Native Hawaiian Scholars program. Each event broadens our PR reach and also acquaints a new group of residents to the Ed Center.

In summary, the determination of Lahaina Ed Center’s health, particular for such a new Center, is considered: **healthy**.

Part III. Action Plan

There are three key areas of the Lahaina Education Center’s Action Plan for Academic Year 2008-2009

1. Active Recruitment—

Only in its second full year of operation, the Lahaina Education Center has not yet permeated the awareness of West Maui as an ongoing and permanent educational facility. Therefore continued promotion is essential. Action steps being taken:

- a. Coordinator to make weekly outreach visits to job sites, businesses, schools and other organizations
- b. Continued use of Lahaina News, the weekly community newsletter
- c. Utilization of the Lahaina Advisory Committee
- d. Development of email database for west side residents
- e. Collaboration with organizations for events held at the Center, to further publicize the location
- f. Tracking of all promotional efforts and results in order to fine tune future recruitment efforts
- g. Create ‘seamless’ opportunity for admission of Lahainaluna High students to Maui Community College
- h. Compare LahEC demographics to the community’s. Identify and recruit to underserved segments.

2. Aligning Lahaina Ed Center with needs of the community

As the Lahaina Ed Center evolves, so does the picture of how it best serves West Maui. We will monitor and adjust accordingly via:

- a. Meet regularly with the Lahaina Advisory Committee and communicate directly with members between meetings
- b. Survey LahEC students each semester regarding course needs
- c. Survey community segments regarding credit/OCET/other needs
- d. Track and analyze “student support” usage for students who live in West Maui but attend Kahului classes. This includes use of the computer lab, placement testing, proctoring and other services.
- e. Develop long term plan of counseling for current and future students. Involve Academic Advising, EOC and the University Center.

3. Self-sustainability

- a. Continue to offer room rental options to local businesses, in accordance to established guidelines
- b. Encourage community support of the Lahaina Education Center Foundation
- c. Utilize federal grant and funding when appropriate, such as Federal Work Study Program funding, Perkins opportunities, and more.

Part IV. Resource Implication

Physical – Although the Lahaina Ed Center has kept the cost of operational processes such as tree trimming and tree trimming stable during this current academic year, there are two issues that may impact the Center over the next year:

1. Rising cost of electric – the Lahaina Ed Center has experienced an 84% jump in electric charges from AY 2007 to AY2008
2. Thus far, Front Street Affordable Housing has deferred charging rent for the site. This, however, may change in AY 2009.

Human—As previously noted, the staffing of the Lahaina Education Center has shifted from two APT positions to one APT and one Instructor. This is not additional MCC staffing; it was simply a shift of the location of an existing position. Not only will this help the LahEC better formulate degree programs, but will add a teaching staff member to the campus at no additional expense. Because of the breadth of hours of operation, a need for a student assistant and/or tutor is emerging. As the Lahaina Ed Center grows, the Coordinator will pursue funding avenues regarding this possibility.

Financial—As noted previously, as of July 1, 2008, the Rural Development Project is no longer funding the Lahaina Education Center. This reality brings an increased sense of priority to the Action Plan items, most specifically self-sustainability.

Addendum A

	Computer Lab	Study Lab	Compass Testing	Academic Counseling	FAF Advising	VITEC Courses	Walk-In	Out of State Proctoring	NIMBA Polycom
Sept. 2007	142	-	10	28	-		3	1	2
Oct. 2007	-	-	-	-	-		3	-	
Nov. 2007	-	5	-	-	-		3	1	
Dec. 2007	116	8	7	6	-		5	1	
Jan. 2008	36	-	-	-	8		5	1	
Feb. 2008	23	-	-	-	-		-	-	
Mar. 2008	13	3	18	7	-		8	-	
Apr. 2008	40	5	-	-	-		5	-	
May-08	32	8	-	-	-		8	-	
Jun-08	16	-	24	5	-	71	5	1	
Jul-08	6	-	9	-	-	21	8	2	
Aug-08	33	-	4	-	26	35	8	-	
Sept. 2008	38	10		-	-	8	5	-	
Grand Total	495	39	72	46	34	135	66	7	2

Recorded student traffic that is beyond class attendance or community inquiries, for the Lahaina Education Center.

Note: December figure is cumulative from Oct – Dec.