

APPENDICES

APPENDIX A

GOALS OF THE LEARNING CENTER

The goals of The Learning Center are the following:

- ❖ To help students enhance their skills in reading, writing, math, and study skills
- ❖ To provide tutorial services in content area courses
- ❖ To help students become independent learners
- ❖ To provide students with computer equipment and software needed to complete their coursework and broaden their learning experience
- ❖ To assist students with basic computer skills
- ❖ To provide placement, make-up, and distance learning testing services as well as community proctoring services
- ❖ To support faculty in meeting student learning outcomes
- ❖ To provide a user-friendly study environment conducive to learning and thinking
- ❖ To anticipate the academic support needs of our students
- ❖ To encourage professional development

APPENDIX B

MAUI COMMUNITY COLLEGE 2005-06 PRIORITY ORDER ACTION STRATEGIES

	Com	Fac/S taff	Total	Obj	Action Strategy	Responsible Person	Team Leader	Team Members
A.	8	72	80	1.1	Provide full student support services, including advising , tutoring, counseling, and library services, that increase student retention and success in a learning centered environment.	Alvin Tagomori		Chuck Carletta, Walette Pelligrino, Elena Alexander, Dorothy Tolliver, Christal Alberto, Colleen Teixeira, Malia Davidson, Cyrilla Pascual
B.	16	63	79	2.1	Expand training and workforce development programs in coordination with county, state, and industry economic initiatives.	Suzette Robinson		Lois Greenwood, Cyrilla Pascual, Nancy Johnson, Maggie Bruck, Sharane Gomes
C.	3	62	65	3.2	Provide positive support for the development, implementation, and improvement of programs and academic support services for Native Hawaiians.	Clyde Sakamoto		Malia Davidson, Ann Emmsley, Walette Pellegrino, Mike Albert, Mikahala Helm, Lui Hokoana, Wini Chung, Kiopie Raymond, Hokulani Holt-Padilla, Kahele Dukelow, Kaleikoa Ka'eo, Ohua Morando, Lei Ishikawa, Ben Guerrero, Sunnie Hu'eu, Sharane Gomes, Maile Lu'uwai, Ekela Kani'aupi'o-Crozier, Pomaikai'i Kani'aupi'o-Crozier, U'ilani Uweko'olani, Duke Enomoto
D.	0	54	54	2.2	Acquire needed equipment to meet the on-going technological needs of the college campuses on the three islands.	David Tamanaha		Ron St. John, Diane Meyer, Jon Lightfoot, Steve George, Donna Paoa, Karen Muraoka
E.	11	41	52	1.1	Provide students with access to a seamless UH system with full articulation between all campuses.	flo wiger		Colleen Shishido, Jan Moore, Charlene Gima, Dorothy Pyle, Kate Acks, Hiroko Deleon, Debbie Nakama

F.	0	48	48	2.3	Improve physical infrastructure by incorporating new facilities into revision of the Master Plan, including a new science building; additional nursing, dental, and health classrooms and labs; and additional faculty offices	David Tamanaha		Nancy Johnson, Patricia Duckworth, Rose Perreira
G.	7	34	41	1.1	Develop graduates who can learn new things, think critically, behave ethically and adapt to change.	flo wiger/Suzette Robinson		Jennifer Owen, Renee Riley, Carol Petith-Zbiciak, Jim White
H.	13	10	23	5.2	Align education policies with sustainable island living, working, and recreation.	Clyde Sakamoto		Malia Davidson, Ann Emmsley, Suzette Robinson, flo wiger
I.	0	22	22	3.1	Strengthen the recruitment of international students in both credit and non-credit programs.	Clyde Sakamoto		Ron St. John, Alice Luther
J.	1	20	21	2.1	Develop appropriate sustainable baccalaureate degrees.	flo wiger		Margaret Christensen, Mary Franci, Julie Clark, Karen Muraoka
K.	0	9	9	1.3	Establish comprehensive institutional effectiveness system that integrates assessment with planning, budgeting, and program implementation in a continuous improvement cycle.	Clyde Sakamoto		Debbie Nakama, Jeannie Pezzoli, Alvin Tagomori, David Tamanaha, flo wiger, Suzette Robinson
L.	8		8	2.1	Improve coordinating with DOE for early intervention, especially in the areas of Math and English.	flo wiger		Renee Riley, Pat Adams, Debbie Nakatani

APPENDIX C

University of Hawai'i System Maui Community College

Strategic Plan 2003-2010

Priority Order Action Strategies

No. of Votes	Order	Goal/Objective	
27	1	1.1	Provide students with access to a seamless UH system with full articulation between all campuses.
18	2	1.1	Expand student support, including counseling and academic and academic support services, at Hana, Molokai, and Lanai Education Centers.
15	3	2.1	Develop appropriate sustainable baccalaureate degrees.
15	3	5.2	Encourage risk-taking, reward innovation, and invest in change to reduce costs and paper work and generate revenues.
14	4	5.2	Use management procedures for planning and budgeting processes that promote the economical, efficient, and effective use of resources.
13	5	1.1	Provide full student support services, including advising, tutoring, counseling, and library services, that increase student retention and success in a learning-centered environment.
13	5	2.2	Support the request for increased staff in technology development and in academic support.
13	5	4.1	Ensure that the College's teaching and service enterprises are supported by adequate levels of classified support staff and resources.

No. of Votes	Order	Goal/Objective
12	6	2.3 Improve physical infrastructure by incorporating new facilities into revision of the Master Plan, including a new science building; additional nursing, dental, and health classrooms and labs; and additional faculty offices.
12	6	3.1 Provide academic support services to promote student retention and academic success.
12	6	3.2 Provide positive support for the development, implementation, and improvement of programs and academic support services for Native Hawaiians.
12	6	4.1 Establish competitive and equitable instructional, non-instructional, and academic support faculty and staff workloads that encompass teaching, scholarship, and service to the College and the community at large.
11	7	1.3 Establish a comprehensive institutional effectiveness system that integrates assessment with planning, budgeting, and program implementation in a continuous improvement cycle.
11	7	1.2 Support the well-being of each individual in an atmosphere of open communication, integrity, and mutual respect.
11	7	4.1 Improve employment and retirement benefits and raise faculty and staff salaries to competitive levels; ensure fair treatment of all employees.
10	8	1.2 Continue to recruit and retain a diverse faculty and staff.
10	8	2.2 Acquire needed equipment to meet the on-going technological needs of the college campuses on the three islands.

TLC USAGE REPORT

Fall 2005-Summer 2006

Major	Hours in TLC
Auto Body Repair and Painting	5
Accounting	346
Agricultural Careers	85
Administration of Justice	290
Automotive Technology	35
Building Maintenance	6
Business Technology	380
Business Careers	834
Carpentry Technology	164
Culinary Arts	786
Dental Assisting	498
Drafting Technology	32
ECET	638
Hotel Operations	293
Human Services	1,042
Liberal Arts	14,026
Marine Option Program	14
Nursing Career Ladder	3,786
Office Administration and Technology	29
Other	547
Other UH Community College	402
Sustainable Technology	18
UH Hilo	85
UH Manoa	62
UH West Oahu	64
Undeclared	1,010
VITEC	8
Welding	<u>1</u>
TOTAL HOURS	25,486

APPENDIX E

TLC STUDENT ASSISTANT/TUTOR TRAINING TOPICS FALL 2005/SPRING 2006

Round Table – English/math Instructors

Work Performance

Research Papers

Customer Service—Walette Pellegrino

Prioritize Your Duties

Writing Research Papers—Jackie Perry

Working with Special Needs Students—Shane Payba

TLC Policies & Procedures

Distance Learning/MCC Testing

COMPASS Placement Testing

Time Management

TLC Computer Programs Materials & Equipment

Tutoring Techniques & Strategies

Most Common Grammar Mistakes

Computer Troubleshooting

APPENDIX F

COMPASS Summary Report
September 1, 2005 - August 31, 2006

PreAlgebra General

Range	Placement Message	Number	Proportion
0-46	Students scoring 0-46 are recommended Basic Math	1045	82.2%
47-75	Students scoring 47-75 are recommended Math 22 or 50	181	14.2%
76-100	Students scoring 76-100 are recommended Math 23	45	3.5%
		1101	99.9%

Algebra General

Range	Placement Message	Number	Proportion
0-35	Students scoring 0-35 are recommended Math 22, or 50	238	44.3%
36-45	Students scoring 36-45 are recommended Math 23	107	19.9%
46-49	Students scoring 46-49 are recommended Math 25	44	8.2%
50-55	Students scoring 50 -55 are recommended Math 100,107,111 or 115	63	11.7%
56-74	Students scoring 56-74 are recommended Math 27,100,107,111 or 115	73	13.6%
75-100	Students scoring 75-100 are recommended Math 135	12	2.2%
		537	99.9%

College Algebra General

Range	Placement Message	Number	Proportion
0-55	Students scoring 0-55 are recommended Math 27,100,107,111 or 115	49	51.0%
56-70	Students scoring 56-70 are recommended Math 135	36	37.5%
71-100	Students scoring 71-100 are recommended Math 140 or Math 203	11	11.5%
-----		96	100%

Trigonometry General

Range	Placement Message	Number	Proportion
0-45	Students scoring 0-45 are recommended Math 140 or Math 203	1	1.9%
46-100	Students scoring 46-100 are recommended Math 205	52	98.1%
-----		53	100%

Math Total

1787

Reading General

Range	Placement Message	Number	Proportion
0-55	Students scoring 0-55 are recommended Basic English	317	15.2%
56-78	Students scoring 56-78 are recommended English 21	759	36.4%
79-100	Students scoring 79-100 are recommended English 102	1007	48.3%
		2083	99.9%

Writing General

Range	Placement Message	Number	Proportion
0-20	Students scoring 0-20 are recommended Basic English	418	20.1%
21-39	Students scoring 21-39 are recommended English 19	355	17.1%
40-73	Students scoring 40-73 are recommended English 22	584	28.1%
74-100	Students scoring 74-100 are recommended English 100	718	34.6%
		2075	99.9%

APPENDIX G

Tests Administered at TLC

Distance Learning Tests

Community College	Fall 2005	Spring 2006	Summer 2006
Hawaii CC	1	0	0
Honolulu CC	23	10	27
Kapiolani CC	110	99	78
Kauai CC	0	15	0
Leeward CC	0	2	3
Maui CC	59	70	0
Windward	12	0	0
Total	205	196	108

MCC Tests

Fall 2005	356
Spring 2006	575
Summer 2006	52

Community Proctoring

Fall 2005	20
Spring 2006	35
Summer 2006	21

APPENDIX H

TLC EVALUATIONS FALL 2005 & SPRING 2006

THE LEARNING CENTER EVALUATION
Fall 2005-Spring 2006

	5 Excellent	4 Very Good	3 Good	2 Fair	1 Poor	0 N/A
1. The Learning Center provided an appropriate environment in which to study.	68%	9%	18%	0%	5%	0%
2. The Learning Center's hours of operation were convenient for me.	54%	9%	19%	9%	9%	0%
3. The computer equipment in The Learning Center was useful.	52%	4%	18%	13%	4%	9%
4. Computer programs I needed were available.	50%	4.0%	14%	0%	14%	18%
5. The reception staff was helpful.	72%	13%	5%	5%	5%	0%
6. The tutor(s) met my academic needs.	43%	9%	19%	0%	5%	24%
7. The computer lab assistants were helpful.	59%	13%	5%	5%	5%	13%
8. COMPASS placement testing services were satisfactory.	36%	9%	18%	5%	5%	27%
9. Distance Learning and make-up testing services were satisfactory.	43%	0%	9%	0%	5%	43%
10. The Online Writing Lab was a useful resource.	25%	0%	10%	0%	5%	60%
11. I found The Learning Center's website informative.	35%	5%	20%	5%	5%	30%
12. Overall, I am satisfied with my experience in The Learning Center.	67%	5%	14%	9%	5%	0%
13. I would use TLC again.	85%	0%	15%	0%	0%	0%

The Learning Center Evaluation

Fall 2005 – Spring 2006

Comments:

- Krissy is an outstanding tutor, very, very helpful, patient and knowledgeable. I am encouraged not to give up on my difficult accounting class! Thanks for everything. Mahalo.
- Friendly staff, comfortable environment.
- The tutors are helpful.
- More tutors, please!
- Good service
- The AIMS program really helps out nursing students prior to entering the program. The time they devote in TLC pays back in the end. I learned a lot besides becoming a speed reader. I strongly recommend this to everyone to come and see it themselves. It's awesome!
- Mahalo for giving me the chance to excel!
- Doing much better in my classes thanks to TLC!
- A good thing about using TLC is that you will meet everyone who works in the learning center and get some good connections and help. Before I started using the tutoring I didn't really know them. I now feel like a part of the learning center and no longer just a student that knows where the learning center is.
- Helped me pass my classes!
- Need more opening time and more tutors.
- I enjoyed the tutoring program. The computer games were my favorite. They helped me to enhance my grammar and spelling.
- The reading practice will really help me. I can read faster than when I first came.
- The enormous wonderful help from the tutors, they have been so helpful in helping me to learn.
- My writing skills are so much better thanks to the TLC staff.

- I learned many things to prepare myself before entering into the nursing program. It helped me to widen and sharpen my knowledge in both Math and English. Although, I have learned them before, it help me refresh my memory for all the things I have forgotten.
- The tutoring at the Learning Center was a great experience.
- I'm greatly thankful that the Learning Center had given me the chance to improve my learning skills.
- The tutors who are very patient with us students learning the material for the first time, but more tutors are need.
- I think the staff are great and are very helpful with anything you may need help with. They do their best to answer any questions you may have.
- Quite and air conditioning. TLC... "I don't want no scurbs!
- The tutors are helpful.
- TLC should be open till 8:00 pm.
- Wonderful, helpful tutors!
- You need more tutors!
- The cubicles it's quiet, access to the Internet, printer is great.
- You helped me improve my reading comprehension.
- For future nursing students, I would tell them that they will have an advantage by coming in here. The fact that this is free to us makes it even more worthwhile. I know that I will be one step ahead going into the nursing program because of this extra help.
- More computers and more tutors.
- Get Microsoft Works installed on your computers—it is the most recent Microsoft word-processing application—I was unable to print from a CD!!
- Counter help is good!

- Much longer hours are needed for evening students. I work weekdays until 4:30 pm & every time they are closed and I'm forced to go to the Business Lab. It is toooooo noisy there!
- Evening hours available are helpful!
- It's okay, but more tutors!
- The SQ3R reading method will help me to comprehend more of the assigned material I'm going to face in the future. Also the reading portfolios improved my critical thinking.
- More hours, opening earlier, closing later, more tutors?
- No cell phone use in blue room & bigger room, it is a major disruption.
- The friendly staff & the study environment.
- Convenience
- It was quiet while taking my placement test.
- It was a great old time!
- People who work in TLC are excellent!
- The staffs were very helpful.
- Longer hours and Sundays open.
- Pleasant staff – always, nice and quiet – most of the time. Easy to concentrate.
- More tutors needed.
- I would rather turn in some paper so I can print than not being allowed to print when I need to because I don't have a 10.
- The general atmosphere is great!
- I like everything!
- I like the wireless connections & knowledgeable staff & Krissy Garcia.
- Atmosphere and study space avail. works for me.

MCC ONLINE WRITING LAB STUDENT COMMENTS

This is a very useful tool, expect to hear from me often.

Thank you so much for your time and comments. I will work on the suggestions.
Have a great evening.

Thank you for your quick response and recommendations, all of which I used. I attached my final draft with your recommended changes. If you have any other recommendations I would be happy to use them. thanks

Thank you Krissy for all of your helpful suggestions and feedback. I really appreciate your time and thoughtful assistance on my writing.

Thanks so much for your help and for doing it today.

Thanks for the tips. I'll definitely be able to use them on the next draft.

Your suggestions were very useful and helped to create a great essay. Thank you for your help.

Mahalo for you suggestions, I really appreciate it.

Mahalo for your feedback!

Thank you for your suggestions.

Thank you so much for your help I really appreciate it.

Thanks Krissy! I'll look into it. Thanks again!

Thank you for helping to make my final piece that I will include in my portfolio the very best.

Thank you. Your suggestions were great. Thank you for your help and support.

Thank you very much Krissy, I appreciate your comments.

Thanks for the tip, I'll revise and resend.

Thanks for your input. Next time I will get the paper to you sooner.